GoToMeeting®

GoToMeeting®

User Guide

Organizing, Conducting, Presenting and Attending Web Meetings

Version 4.0

Citrix Online

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Getting Started

Welcome

GoToMeeting was designed to make it easier for everyone to organize and participate in online meetings, so you can do more and travel less.

GoToMeeting users can collaborate on documents, deliver presentations, perform product demonstrations and securely share confidential information from anywhere, at any time. GoToMeeting's rapid download, quick meeting setup and intuitive user interface has meeting organizers and attendees up and running in a matter of seconds.

GoToMeeting incorporates industry-standard security features and end-to-end SSL encryption to ensure that login information and meeting data are secure. This high level of security allows GoToMeeting users to confidently present and collaborate on any data. Users can rest assured that information such as sales forecasts, financial data and M&A contracts will not be viewable to anyone except meeting participants.

GoToMeeting's All You Can Meet® pricing model provides easy-to-understand billing that helps you effectively budget and manage online meeting costs with no unexpected overage charges or additional fees. Meet as often and as long as you want for one low flat fee.

To further increase your savings, GoToMeeting now offers an extended choice of integrated audio conferencing services for your online meetings at no additional cost. With the GoToMeeting Total Audio Service, you can choose between phone conferencing and Voice over Internet Protocol (VoIP) or allow both options.

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Using This Guide

Guide Structure

This guide is divided into nine sections:

- **Getting Started** – This section provides information on system requirements, useful terms and a product feature summary.
- **Install GoToMeeting** – The section covers information on creating an organizer account, installing GoToMeeting, managing your GoToMeeting Preferences, and GoToMeeting integration.
- **Organize Meetings** – This section is for GoToMeeting organizers and covers how to schedule, view, edit and cancel meetings.
- **Start Meetings** – This section covers the multiple ways an organizer can begin a meeting.
- **Presenter Controls** – This section is for GoToMeeting presenters and covers features available during a meeting like attendee management, audio, chat and drawing tools.
- **Record Meetings** – This section covers how to record, play back and distribute meetings.
- **Attend Meetings** – This section is for any GoToMeeting attendee and covers how to join a meeting and how to use attendee features.
- **GoToMeeting Total Audio Service** – This section covers phone conferencing, VoIP, hardware setup recommendations and audio best practices.
- **The GoToMeeting Web Site** - This section is for GoToMeeting organizers and covers how to access and use the GoToMeeting Organizer Web site.

Individual and Corporate Users

This user guide addresses both individual GoToMeeting users and GoToMeeting Corporate users. While most features apply to both audiences, some content relates to just one audience. To help you identify when something is just for one specific audience, this guide will clearly note the audience for any user-specific content.

Feature Notes

- Individual GoToMeeting organizers may invite up to 15 meeting attendees, for a total of 16 people in each meeting.
- GoToMeeting Corporate organizers may invite up to 25 meeting attendees, for a total of 26 people in each meeting.

Mac Users

GoToMeeting users can host and attend meetings on both PCs and Mac® computers. Significant differences in how GoToMeeting works on the Mac platform are highlighted with this icon.

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System Requirements

For PC-based Organizers and Attendees

- Required: Windows® 2000, XP, 2003 Server or Vista
- Required: Internet Explorer® 6.0 or newer, or Mozilla® Firefox® 2.0 or newer (JavaScript™ and Java™ enabled)
- Internet Connection Required: Cable modem, DSL, or better recommended
- Recommended: Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (2 GB of RAM for Windows Vista)

For Mac-based Organizers and Attendees

- Required: Mac OS® X 10.4 (Tiger®) or newer
- Required: Safari™ 3.0 or newer, Firefox 2.0 or newer; (JavaScript and Java enabled)
- Internet Connection Required: Cable modem, DSL, or better recommended
- Required: PowerPC G4/G5 or Intel processor, 512 MB of RAM or better recommended

To Use VoIP

- Required: Fast Internet connection (384 kbps or more recommended)
- Required: Microphone and speakers (USB headset recommended)

For Meeting Recording

- Required: Windows Media® Player Version 9.0 or newer
- Required: Minimum Super VGA (800x600) or better
- Required: Fast Internet connection(384 kbps or more recommended)
- Required: Sound card
- Required: Telephone attachment device (If not using Total Audio)
- Recommended: 1.0 GB of hard disk space
- Recommended: 1024 x 768 or higher screen resolution
- Recommended: Minimum Pentium 800 MHz with 1.0GB of RAM for transcoding to Windows Media Player file format

Recording a meeting is only available using a PC.

For Instant-Messaging Integration

- GoToMeeting integrates with the most widely used instant-messaging applications including: Yahoo!® Messenger™, Windows Live™ Messenger, Skype™ Chat, Microsoft® Communicator, Google Talk™

Note: Instant-Messaging Integration options are only available for use by PC-based GoToMeeting organizers.

For Microsoft® Office® Integration

- Microsoft Office 2002 or later

For Outlook® Integration

- Microsoft Outlook 2000 or later

For Lotus Notes® Integration

- IBM® Lotus Notes Version 6.5

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Terms

- **Organizer** – An organizer has a GoToMeeting account that enables them to schedule and host meetings. The organizer can also grant and revoke attendee privileges like passing the presenter role, giving keyboard and mouse, inviting attendees and dismiss others.
- **Attendee** – An attendee is any person who attends a meeting – including organizers, and presenters. By default, attendees can view the presenter's screen. An attendee may remotely control the presenter's computer screen if given the privilege. An attendee may optionally chat with other attendees, use Drawing Tools or view the Attendee List.
- **Presenter** – A presenter is any attendee who is giving a presentation and shares his or her computer screen with all the attendees. The initial presenter is also the initial meeting organizer. The presenter also determines who gets to control the keyboard and mouse of the remotely viewed screen.
- **GoToMeeting Web Site** – The Web site located at www.gotomeeting.com is used by organizers to manage their accounts and host meetings and by attendees to join meetings.
- **GoToMeeting System Tray Icon** – The system tray icon is used by PC users to access organizer features of GoToMeeting and to provide status of GoToMeeting service. To access organizer features, right-click the system tray icon and select the desired feature.

Icon	Description
	GoToMeeting is in Session – A meeting is in progress.
	GoToMeeting is Starting/Stopping – The application is starting up or shutting down. When this icon is showing, the user will not have any menu options.
	GoToMeeting is Connecting – The application is attempting to establish a connection with the server. This icon is animated to look like it is “filling up”. While connecting, the user has a very limited set of menu options (Help, About, Exit).
	GoToMeeting is Ready – A connection has been made, and the application is ready to be used. The user has all menu options available.
	GoToMeeting is Offline – A connection has been made, but there is some temporary network difficulty. The user will still have all menu options available.
	GoToMeeting is Not Connected – A connection could not be established. The user has a very limited set of menu options (Help, About, Exit).

- **GoToMeeting Suite Icon** – The GoToMeeting Suite icon is used by Mac users to access organizer features. To access organizer features, double-click the GoToMeeting Suite icon on your desktop.

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- **Account Password** – An account password is what organizers use to log in to the GoToMeeting Web site. It must contain at least eight characters and include both letters and numbers.
- **Meeting Password** – A meeting password is an optional value chosen by the meeting organizer that is used to help authenticate attendees. Requiring and specifying a meeting password provides enhanced privacy guarantees for the meeting by ensuring that only attendees that know the meeting password may join the meeting. The meeting password is never transmitted to Citrix Online in any form. The meeting password may be any alphanumeric string of one character or more the organizer would like such as: “7891,” “Happy Birthday,” “Citrix123,” etc. Picking a meeting password that is difficult to guess helps to maximize security.
- **Viewer** – The Viewer is the window displayed on the attendees’ computers in which the presenter’s PC desktop or shared application appears. The Viewer Window has its own title and menu bars.
- **Presenter’s PC Image** – The presenter’s PC image is the picture of the presenter’s PC desktop or shared application that appears to attendees in the Viewer Window.
- **Published Application** – An application that is pushed to a client PC by Citrix Presentation Server.

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Product Features

- **Intuitive User Interface:** Easy-to-understand controls enable you to start and join meetings in seconds without training.
- **Specific Application Sharing:** PC-based presenters can select one application to display, so they don't have to share their entire desktops, or worry about receiving distracting pop-ups from instant messages or email.
- **Screen Clean:** PC-based presenters can click this option to instantly hide icons, wallpaper background and toolbars on their desktops, so attendees won't be distracted by them.
- **Total Audio:** Integrated audio service that allows you to choose between phone conferencing and Voice over Internet Protocol (VoIP) options for you and your attendees; or you can allow both options to be used in the same meeting.
- **Mac Support:** Organize, present and attend GoToMeetings from a Mac.
- **Share Keyboard and Mouse Control:** Securely collaborate on documents in real time.
- **Instantly Change Presenters:** Enable any participant to present to the entire group.
- **Desktop Recording and Meeting Playback:** Allows PC-based presenters to record and play back meeting sessions to review meetings or send copies to absent colleagues or customers.
- **Chat Window:** Chat online with any participant in the meeting.
- **Drawing Tools – Pen, Highlighter, Arrow, Spotlight:** Gives attendees the ability to draw, highlight and point to items of interest right on the screen. Presenters have additional ability to use the spotlight and can erase all markings on the screen.
- **Multiple Monitor Support:** Integrates GoToMeeting with multiple monitor systems, so users can use one for screen sharing and the other for different tasks, or share all of their screens.
- **Transparent Control Panel:** Allows PC-based presenters to keep their Control Panel open on their screen while screen sharing and chatting.
- **Inactivity Time-Out:** Provides added security for PC users by automatically stopping screen sharing after a specified period of inactivity (i.e., no keyboard or mouse movement). Default is 30 minutes, but setting is configurable up to one hour.
- **Integration:** Easily start or join GoToMeeting sessions through various email and instant-messaging applications.
- **Attendee Authority:** Grant and revoke attendee privileges before or during a meeting session.
- **Reporting:** Get detailed reports for trend analysis and ROI validation.
- **True 24-Bit Color:** Share presentations, graphics, pictures and PC applications with all meeting attendees in true 24-bit color.

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Install GoToMeeting

Create Your Organizer Account – Individual Organizers

Before they can schedule or start a meeting, first-time organizers need to create their GoToMeeting accounts and download the GoToMeeting software. It generally takes less than 2 minutes to set up a GoToMeeting account.

▶ To create your account

1. Go to www.gotomeeting.com and click the **Try It Free** button.
2. On the *Create Your Account* page, enter your information and click **Continue**.
3. Enter your password and click **Continue**.
4. If required, enter credit card and billing information and click **Get Free Trial**.
5. On the *Install GoToMeeting Software* page, click the **Install Our Software** button.
6. If prompted, click **Yes** or **Grant** (or **Trust** on a Mac) to accept the download.

Create Your Organizer Account – Corporate Plan Organizer

If you are a GoToMeeting Corporate user you will be invited to join by your company's GoToMeeting Administrator. Before being able to schedule or start a meeting you need to create your GoToMeeting account and download the GoToMeeting software.

▶ To create your account

1. Go to your email application and open the GoToMeeting invitation email you received from your administrator entitled *GoToMeeting Account Confirmation*.
2. In the email, click the Confirm Account link to create your organizer account.
3. On the *Create Account* page, enter your information and click **Create Account**.
4. On the *Download GoToMeeting* page, click the **Download** button.

If prompted, click **Yes**, **Grant** or **Trust** to accept the download.

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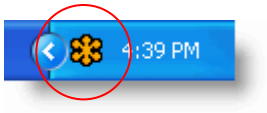
Install GoToMeeting

The GoToMeeting application must be installed on your computer in order for you to schedule and host meetings. The application will automatically download when you create your organizer account.

▶ To install the GoToMeeting application

1. Go to www.gotomeeting.com and log in to your account.
2. If prompted, select *Organizer*.
3. In the left navigation menu, click **Host a Meeting**.
4. At the *GoToMeeting Installed* window, click **OK**.
5. At the window *Do you want to meet right now or schedule a meeting for later?*, you can choose to start using GoToMeeting immediately or click **Cancel**.
6. The GoToMeeting application is installed on your computer. For PC users, the GoToMeeting icon appears in your system tray and is ready for use.



For Mac users, the GoToMeeting Suite icon appears on your desktop. Once downloaded, GoToMeeting can be moved from your desktop to a location of your choice, including your dock.

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The GoToMeeting Application

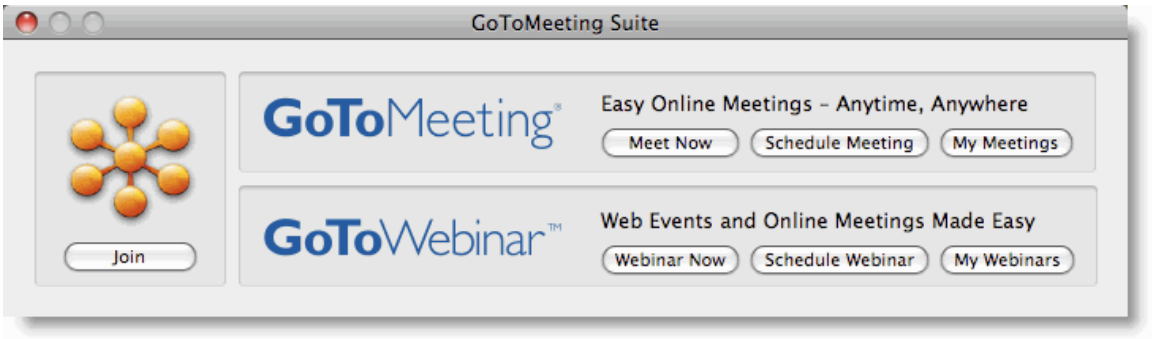
Many GoToMeeting functions can be accessed directly from your desktop.

To access the functions from a PC, simply right-click the icon in your system tray and select the desired function.

- **Meet Now**: Enables organizers to immediately start impromptu meetings without needing to enter meeting information
- **Schedule a Meeting**: Enables organizers to schedule meetings
- **My Meetings**: Provides organizers access to their scheduled meetings and the ability to add, edit or delete scheduled meetings
- **Join**: Enables organizers to join meetings already in progress
- **Help**: Launches online help
- **Preferences**: Provides access to user preferences
- **About**: Provides GoToMeeting software version information
- **Exit**: Closes the GoToMeeting application

Note: If your account includes GoToWebinar, additional menu options will appear.

Mac users can access many GoToMeeting functions by double-clicking the GoToMeeting icon on their desktop or clicking the icon in their dock. Other functions, including Help and Preferences, can be accessed from the GoToMeeting menu bar.



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Preferences - PC

The GoToMeeting Preferences feature allows organizers to set preferences for running GoToMeeting, choose which GoToMeeting integrations are displayed and test the GoToMeeting connection.

PC users can access GoToMeeting Preferences by right-clicking the icon in the system tray, or if in a meeting, from the file menu.

Note: Preference options outlined in this guide are specific to GoToMeeting. If your account includes GoToWebinar, additional preference options will appear. For more information on GoToWebinar preference options, please refer to the Getting Started section of the GoToWebinar Guide at www.gotowebinar.com/help.

Mac users may access GoToMeeting Preferences by double-clicking the GoToMeeting Suite icon on their desktop and selecting Preferences from the *GoToMeeting* menu in the menu bar. Please see Preferences - Mac for more information.

Start Up Preferences

The *Start Up* category lets you determine how you start GoToMeeting.

- *Automatically after I log in to Windows* – This option starts GoToMeeting automatically after you log in to your PC.
- *Manually* – This option sets GoToMeeting to start only when you launch the application from your Programs Menu.
- *Remember me on this computer* – This checkbox enables automatic log in to GoToMeeting.
- *Show me desktop notifications* – Desktop Notifications deliver simple and effortless access to complimentary Citrix Online software upgrades, information, news and discounts individual users may be eligible for.
- *Remind me of upcoming meetings* – This checkbox becomes available if you select Remember me on this computer and provides reminders for your scheduled meetings.
- *Periodically synchronize reminders with My Meetings* – This option is applicable to Citrix Presentation Server users and is the recommended setting for optimal use. This checkbox becomes available if you select the *Remind me of upcoming meetings checkbox* and will synchronize meetings scheduled from a published Outlook® or Lotus Notes® with a local installation of GoToMeeting.

General Preferences

The *General* category lets you set your general GoToMeeting preferences.

- *File save settings* – Enables you to save the Chat Log to any drive or directory. “Allow Citrix Online to store all data needed for reporting. Always save these to the local machines”.
- *Security* – Set the inactivity time-out to automatically stop screen sharing if there is no keyboard input or mouse movement for the specified period of time.
- *Session Identity* – Remember your name and email as displayed in the attendee list.
- *Desktop notifications* – This option enables/disables various system messages to appear to an organizer when specific meeting actions occur.

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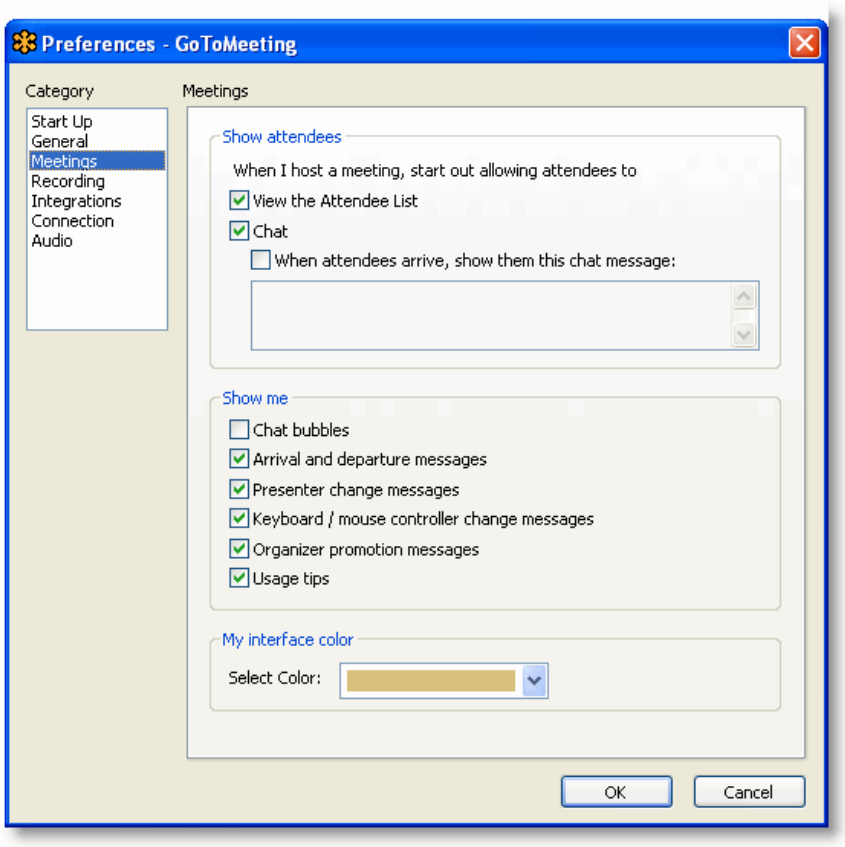
Meetings Preferences

The *Meetings* category lets you determine which GoToMeeting options are available to attendees during a meeting. You can also select which messages are viewable during a meeting.

- Enable or disable the ability for attendees to chat and view the Attendee List.
- Create a Chat Welcome Message that is sent to each attendee upon joining the meeting.
- Enable or disable various system messages that appear to you when specific meeting actions occur.
- Select the desired color for your GoToMeeting Viewer and Control Panel.



Note: If you disable the chat bubble option, a new message icon will appear on the Grab Tab to notify you of new chat messages as they are received.

Pink bubble designates a private chat

Purple bubble designates a public chat

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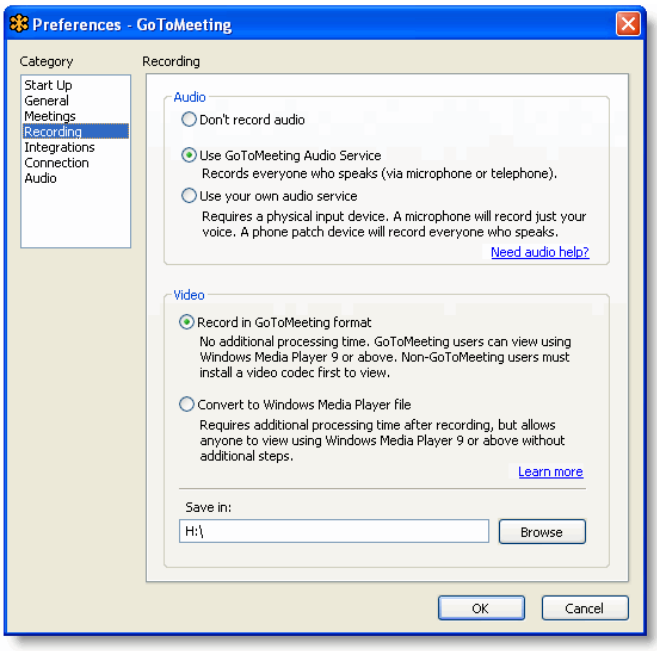
Recording Preferences

The *Recording* category lets you set your audio and video recording preferences.


Preferences - GoToMeeting
Category
Start Up
General
Meetings
Recording
Integrations
Connection
Audio
Recording
Audio
Don't record audio
Use GoToMeeting Audio Service
Records everyone who speaks (via microphone or telephone).
Use your own audio service
Requires a physical input device. A microphone will record just your voice. A phone patch device will record everyone who speaks.
Need audio help?
Video
Record in GoToMeeting format
No additional processing time. GoToMeeting users can view using Windows Media Player 9 or above. Non-GoToMeeting users must install a video codec first to view.
Convert to Windows Media Player file
Requires additional processing time after recording, but allows anyone to view using Windows Media Player 9 or above without additional steps.
Learn more
Save in:
H:\
Browse
OK
Cancel

- *Audio* - Allows you to enable or disable the audio recording feature. To record, choose which audio service you want to use for your meeting (see tables below).
- *Video* - Allows you to select the meeting recording output format and destination for saving the file.

  Note: Be sure to check your audio device settings under *Audio* in the left menu.

  Note: Mac users can only view meetings recorded in the Windows Media Player format.
- *Save in* - Select the folder in which you want to save your recording.

Using GoToMeeting Audio Service	
What do you want to record?	**Device**
Just my voice	You can use either a microphone connected to your computer, or your telephone. Your computer must have a sound card installed in order to record audio, whether you join through the phone or VoIP.
Everyone in the session	You can use either a microphone connected to your computer, or your telephone. Your computer must have a sound card installed in order to record audio, whether you join through the phone or VoIP.

Using Your Own Audio Service	
What do you want to record?	**Device**
Just my voice	A microphone connected to your computer.
Everyone in the session	A phone patch connected to both your phone and the “mic in” port of your computer. Your computer must have a sound card installed in order to record audio.

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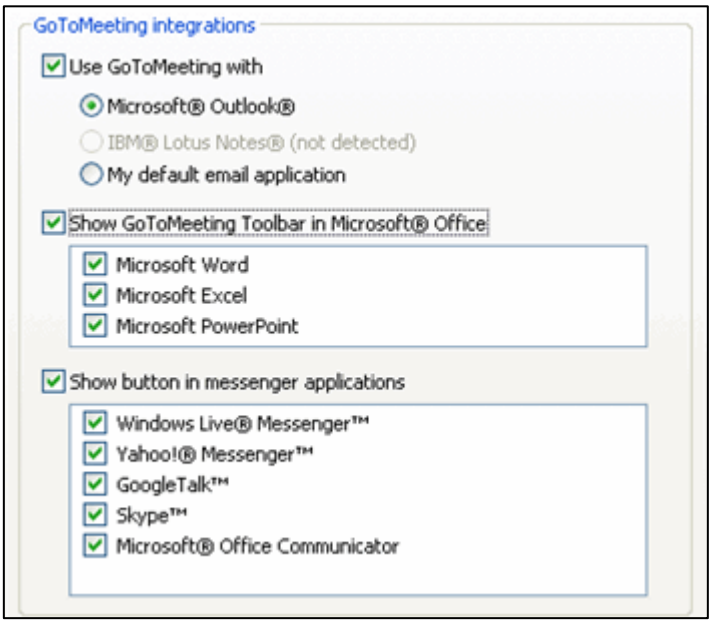
Integrations Preferences

The *Integrations* category lets you determine where to display GoToMeeting integrations.

- *Use GoToMeeting with* – Select your GoToMeeting email and calendar integration. By selecting *My default email application* you can integrate with MAPI-compliant email/calendar programs other than Microsoft Outlook and Lotus Notes. Depending on your email application's capabilities, integration with MAPI-enabled programs allows for features such as automatically adding meetings to a calendar and automatic creation of email messages with meeting information.
- *Show button in messenger applications* – Display the GoToMeeting Quick Launch button in your selected instant-messaging applications.



Note: Changes may only be displayed after restarting Outlook, Lotus Notes and/or the instant-messaging application.

Connection Preferences

The *Connection* category allows you to test the status of your GoToMeeting connection.

Note: To ensure a valid connection test, we advise that you refrain from testing your connection unless a GoToMeeting Customer Care representative directs you to perform the connection test.

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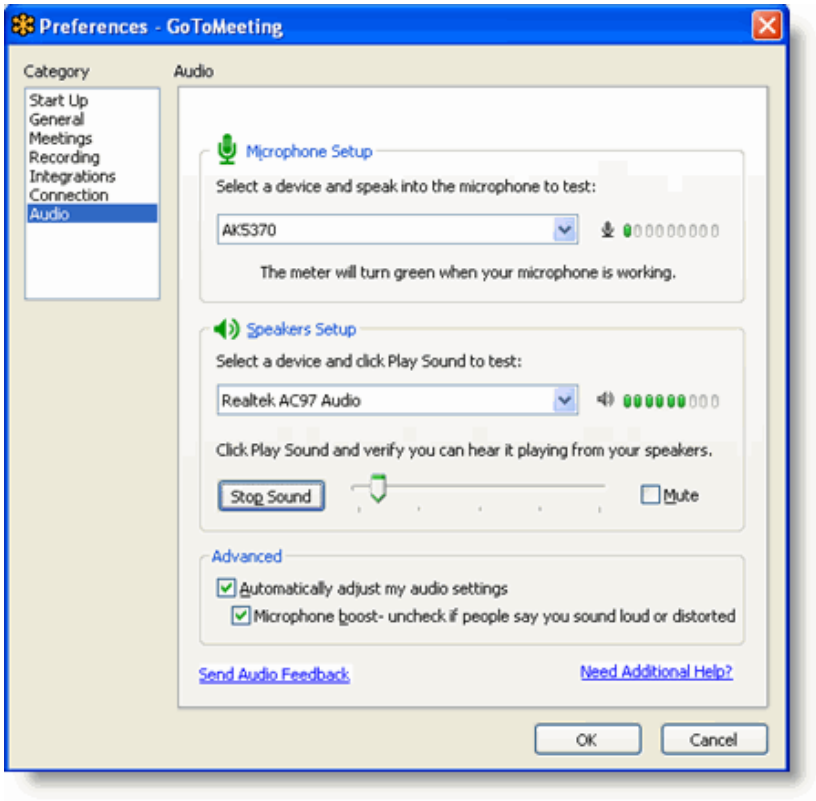
Audio Preferences

The *Audio* category lets you set up and test your microphone and speakers for recording and for your meetings utilizing VoIP. If changes to your audio settings are made during a meeting, your microphone is temporarily muted so you can privately manage your settings.



- *Microphone Setup* – Select a microphone from the drop-down menu. To test, speak into your microphone; if connected correctly, the sound bar will move when you speak.
- *Speakers Setup* – Select your speakers from the drop-down menu. To test, click **Play Sound**; if connected correctly, the sound bar will move and you will hear a short soundtrack.
- *Advanced* - GoToMeeting automatically adjusts audio levels. We recommend you keep this checked. If you uncheck this selection, you must manually configure your audio settings through Windows Sounds and Audio Devices. If your attendees cannot hear you because your voice sounds too loud and distorted, uncheck *Use microphone boost*.

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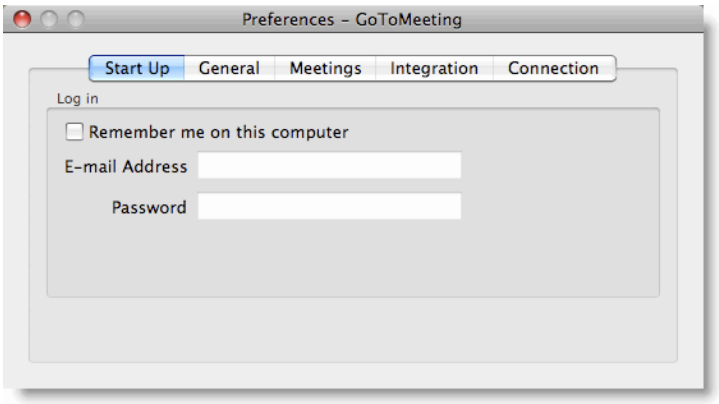
Preferences - Mac

GoToMeeting Preferences allow organizers to set preferences for running GoToMeeting, choose which GoToMeeting integrations are displayed and test the GoToMeeting connection.

Mac users may access GoToMeeting Preferences by double-clicking the GoToMeeting Suite icon on their desktop and selecting Preferences from the GoToMeeting menu in the menu bar.



Note: Preference options outlined in this guide are specific to GoToMeeting. If your account includes GoToWebinar, additional preference options will appear. For more information on GoToWebinar preference options, please refer to the Getting Started section of the GoToWebinar Guide at www.gotowebinar.com/help.

Start Up Preferences

The *Start Up* tab lets you determine whether GoToMeeting is available immediately after startup.

- *Remember me on this computer* – This checkbox enables automatic log in to GoToMeeting.

General Preferences

The *General* tab lets you set your general GoToMeeting preferences.

- *Session Identity* – Remember your name and email as displayed in the attendee list.

Meeting Preferences

The *Meetings* tab lets you determine which GoToMeeting options are available to attendees during a meeting. You can also select which messages are viewable during a meeting. Options include:

- Enable or disable the ability for attendees to chat and view the Attendee List.
- Create a Chat Welcome Message that is sent to each attendee upon joining the meeting.

Integrations Preferences

The *Integrations* tab lets you determine where to display GoToMeeting integrations.

By selecting *My default email application* you can integrate with MAPI-compliant email/calendar programs other than Microsoft Outlook and Lotus Notes. Depending on your email application's capabilities, integration with MAPI-enabled programs allows for features such as automatically adding meetings to a calendar and automatic creation of email messages with meeting information

Connection Preferences

The *Connection* tab allows you to test the status of your GoToMeeting connection.

Note: To ensure a valid connection test, we advise that you refrain from testing your connection unless a GoToMeeting Customer Care representative directs you to perform the connection test.

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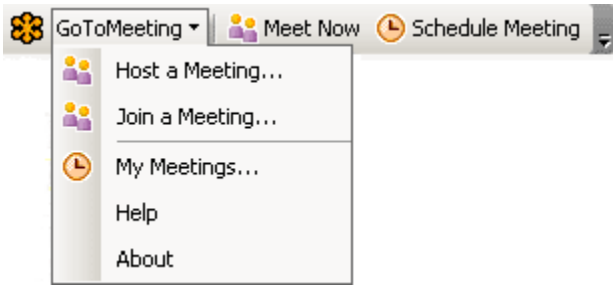
The GoToMeeting Outlook Toolbar

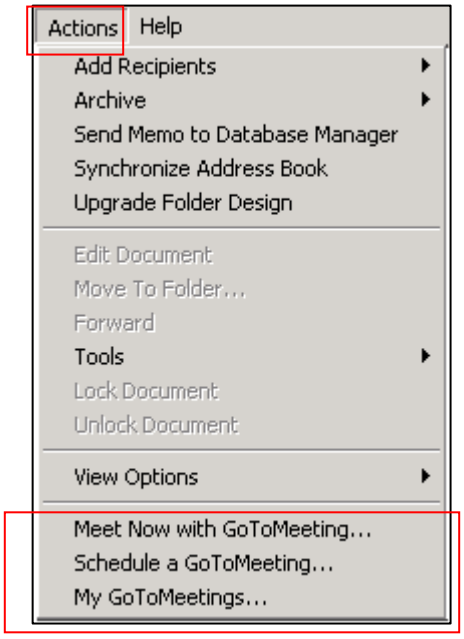
The GoToMeeting Outlook Toolbar provides PC-based users quick and easy access to GoToMeeting functions right from Microsoft Outlook. It includes the Meet Now and Schedule Meeting buttons, in addition to links to Host a Meeting and Join a Meeting and access to the My Meetings, Help and About pages.



Note: Outlook integration requires Microsoft Outlook 2000 or later. Outlook may need to be shut down and restarted for the GoToMeeting Outlook bar to appear. The GoToMeeting Outlook bar can be added or removed from the GoToMeeting Preferences menu. Organizers using the Outlook published by Citrix Presentation Server may need to manually add the Outlook toolbar from the Outlook tools menu. For more details, see the *Set Up GoToMeeting for Use with Citrix Presentation Server* section of this guide.

The GoToMeeting Lotus Notes Menu Options

The GoToMeeting Lotus Notes menu options provide quick and easy access to GoToMeeting functions right from the IBM Lotus Notes interface. It includes the Meet Now and Schedule Meeting buttons, in addition to access to your My Meetings dialog box.



Note: Lotus Notes integration requires IBM Lotus Notes 6.5. Lotus Notes may need to be shut down and restarted for the GoToMeeting menu options to appear. The GoToMeeting Lotus Notes menu options can be added or removed from the GoToMeeting Preferences menu. Organizers using Citrix Presentation Server should contact their Presentation Server Administrator to display or remove the GoToMeeting Lotus Notes menu options in their published IBM Lotus Notes.

The GoToMeeting Messenger Button

The GoToMeeting Messenger button provides a convenient way to start an impromptu meeting, right from your selected instant-messaging application.

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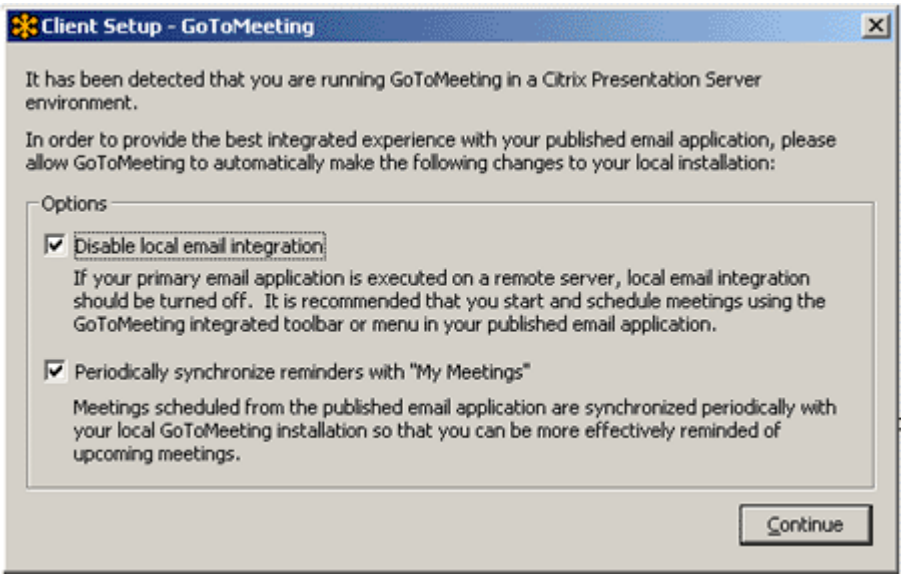
Note: Please see the Software Requirements section to check what instant-messaging products and versions are supported. Instant-messaging applications may need to be shut down and restarted for the GoToMeeting Messenger button to appear. The GoToMeeting Messenger button can be added or removed from the Preferences Integrations category.

Set Up GoToMeeting for Use with Citrix Presentation Server

Preferences

Depending on your Presentation Server environment, your Presentation Server Administrator can choose to configure your GoToMeeting settings for you without notifying you; configure your settings and notify you of those settings; or allow you to configure them yourself. If your Administrator has chosen your configurations for you, you won't need to do anything; if your Administrator has configured your settings and opted to notify you, you will see a notification dialog when you start your first meeting from your published environment.


Client Setup - GoToMeeting
It has been detected that you are running GoToMeeting in a Citrix Presentation Server environment.
In order to provide the best integrated experience with your published email application, please allow GoToMeeting to automatically make the following changes to your local installation:
Options
Disable local email integration
If your primary email application is executed on a remote server, local email integration should be turned off. It is recommended that you start and schedule meetings using the GoToMeeting integrated toolbar or menu in your published email application.
Periodically synchronize reminders with "My Meetings"
Meetings scheduled from the published email application are synchronized periodically with your local GoToMeeting installation so that you can be more effectively reminded of upcoming meetings.
Continue

If your Citrix Presentation Server Administrator has not already configured your GoToMeeting preferences, the recommended settings can be configured under the **Start Up** category and the **Integrations** category in the **Preferences** dialog.

Recommended settings for the Start Up category:

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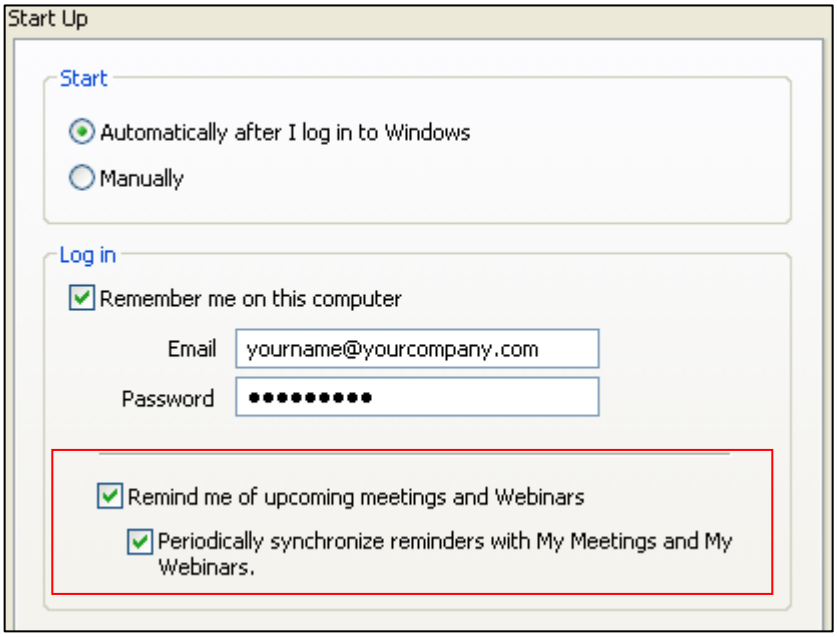
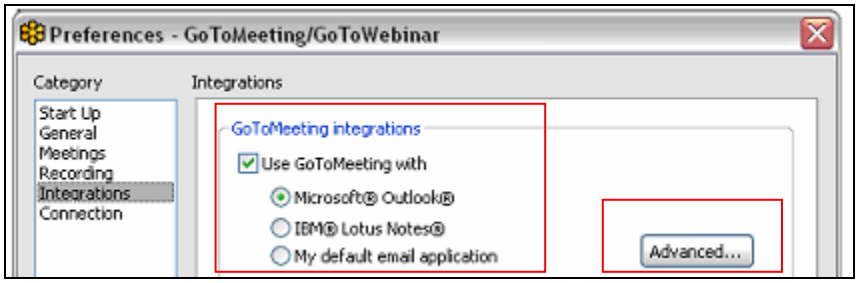
1. Enable “Remind me of upcoming meetings” – This checkbox becomes available if you select “Automatically log in to GoToMeeting” and will provide you with reminders for your scheduled meetings.

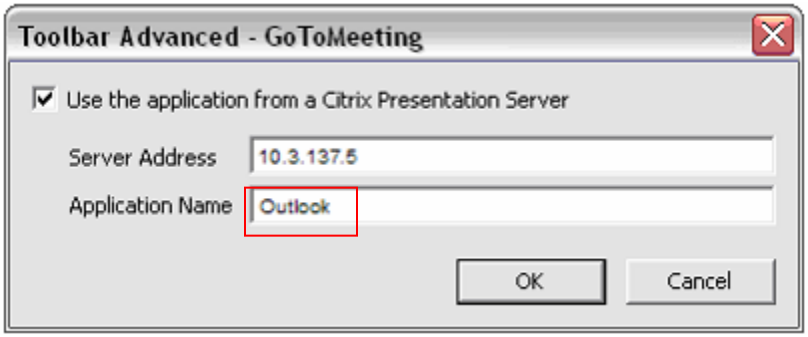


2. Enable “Periodically synchronize reminders with My Meetings” – This preference option is applicable to users of Citrix Presentation Server and is the recommended setting for optimal use. This checkbox becomes available if you select the “Remind me of upcoming meetings” checkbox and will synchronize meetings scheduled from a published Outlook® or Lotus Notes® with a local installation of GoToMeeting.

Recommended settings for the Integrations category:

1. Select your desired integration from the list of GoToMeeting integrations.
2. Click the **Advanced** button and confirm that the Application listed in the *Application Name* field is the same as your selection from the GoToMeeting Integrations list.





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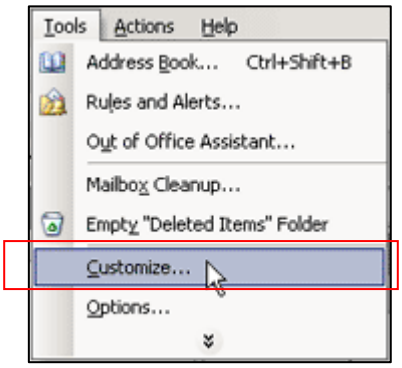
Displaying the GoToMeeting Toolbar in Published Outlook

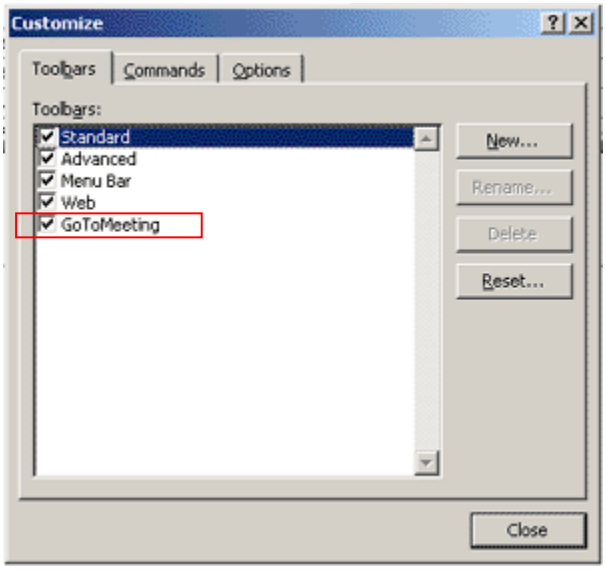
Organizers using Outlook published by Citrix Presentation Server may need to activate the Outlook toolbar manually in order for it to display the first time.

▶ To activate the Outlook toolbar if it doesn't automatically display

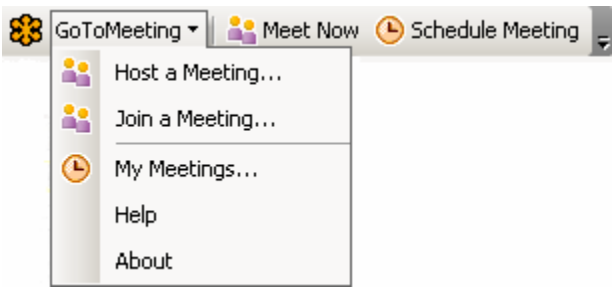
1. Open Outlook.
2. Select **Customize** from the **Tools** menu.



3. Click to check the box next to **GoToMeeting**.



4. The Outlook toolbar will appear in your published Outlook on the Citrix Presentation Server.



Note: You may need to restart Outlook for the toolbar to appear.

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To remove the Outlook toolbar

1. Open Outlook.
2. Select **Customize** from the **Tools** menu.
3. Deselect **GoToMeeting** from the list of toolbars.

For more information about using GoToMeeting with Presentation Server, refer to the GoToMeeting for Citrix Presentation Server FAQs section at the end of this guide.

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Organize Meetings

Organizer Role Overview

With a GoToMeeting account, an organizer can schedule and host meetings, grant and revoke attendee privileges like passing the presenter role and invite/dismiss attendees.

Organizers need to first create their accounts and download the GoToMeeting software on their computers before they can schedule or conduct meetings. They also must be present at the start of any meeting as the meeting host.

Organizers are responsible for creating scheduled meetings or starting impromptu meetings. Organizers invite attendees and may do so via phone, email or instant message.

Meetings can be started from the icon in the PC system tray, the Mac GoToMeeting Suite icon, the GoToMeeting Web site, the GoToMeeting Outlook bar or the GoToMeeting Messenger button.

Once a meeting starts, the organizer becomes the meeting presenter. During the meeting, the organizer may pass the role of presenter to other attendees or promote an attendee to co-organizer.

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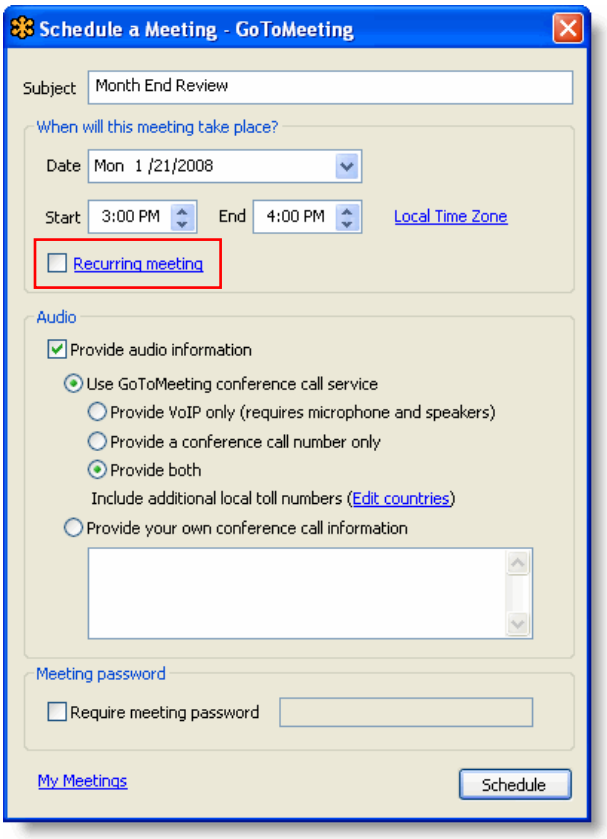
Schedule a Meeting

Organizers schedule pre-planned meetings from their desktop.

▶ To schedule a meeting

1. Right-click the icon in the system tray on a PC or double-click the GoToMeeting Suite icon on a Mac and select **Schedule a Meeting**.
2. Enter your *Email* and *Password* in the *Login* window, and click **Log In**.
3. On the *Schedule Meeting – GoToMeeting* window, enter:



   - *Subject* – Enter the title of your meeting.
   - *When will this meeting take place?* – Select the date and start time.
   - *Recurring meeting* – Check this box to reuse the same meeting information for recurring meetings.
   - *Audio* – Select the GoToMeeting conference call service or provide your own.
   - *Provide VoIP only (requires microphone and speakers)* - All attendees join the audio portion through VoIP and must have a microphone and speakers.
   - *Provide a conference call number only* - All attendees join the audio portion through the telephone.
   - *Provide both* - Allows all attendees to join the audio portion through the telephone or VoIP. Attendees joining through VoIP must have speakers to hear the meeting and a microphone if you would like them to speak. Attendees can switch between these audio options during a meeting.

   Note: If you are using the GoToMeeting conference call service, you can provide toll numbers for multiple countries. Please see the Audio Conference Options section for more information.

   - *Meeting password* - If you wish to protect your meeting with a password you will be prompted for it when you start your meeting and/or invite additional attendees. Your attendees will also need to know this password to join.
4. Click the **Schedule** button when complete.

   You will receive notification that your meeting has been scheduled. If you are using Microsoft Outlook, a meeting reminder will be generated and give you the option of inviting attendees via an Outlook Calendar appointment.

Note: Your meeting is displayed in the *My Meetings* window for 24 hours after the scheduled date.

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Schedule a Recurring Meeting

GoToMeeting enables organizers to reuse a meeting ID for future recurring meetings without having to create a new meeting ID for each meeting. There are several important considerations to keep in mind when creating recurring meetings:

- The recurring meeting will only appear once in the *My Meetings* window and the Organizer Web site and will be labeled "recurring." Organizers will need to use their own local calendar applications to schedule and track recurring meetings.
- The Meeting URL/ID stays available indefinitely.

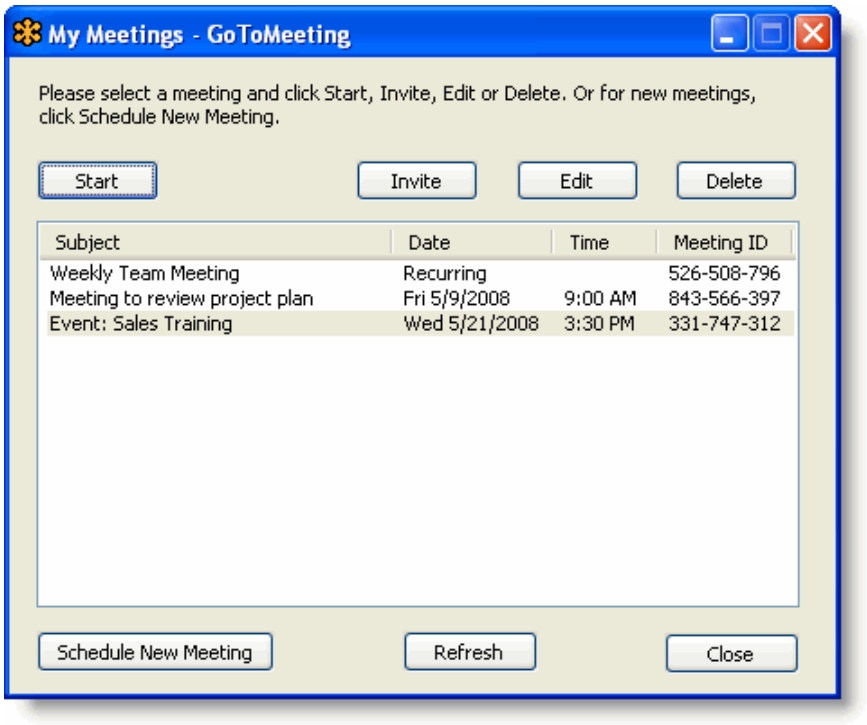
View Scheduled Meetings

Organizers can view all scheduled meetings via the GoToMeeting application.

▶ To view scheduled meetings via the GoToMeeting application

1. Right-click the icon in the PC system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. Enter your *Email* and *Password* in the *Login* window, and click **Log In**.

   The *My Meetings* window appears listing all scheduled meetings.



Note: Scheduled meetings may also be viewed from the www.gotomeeting.com Web site after logging in to your account.

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Invite Attendees to a Scheduled Meeting

An organizer can invite attendees to a scheduled meeting at any time prior to the start of the meeting.

Note: For information on how to invite attendees to a meeting already in progress, please see the Invite Attendees during a Meeting section below.

To invite attendees to a scheduled meeting

1. Right-click the icon in the PC system tray or double-click the GoToMeeting Suite icon on a Mac and select *My Meetings*.
2. Enter your *Email* and *Password* in the *Login – GoToMeeting* window, and click **Log In**.
3. On the *My Meetings* window, select the meeting you want to invite attendees to by clicking the *name* in the Subject column, and click the **Invite** button.
    a. If you have an email application an email will automatically be generated with the meeting information included in the body text, simply send the email to attendees.
    b. If you do not have an email application, the *Meeting Scheduled* window will appear, simply click the **Show invitation text** link to display the invitation information, click the **Copy to Clipboard** button and paste the invitation information to attendees via any desired method.

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Edit a Scheduled Meeting

Meeting organizers can edit details for a scheduled meeting at any time prior to the start of the meeting.

Note: Editing a scheduled meeting does not automatically update Microsoft Outlook or other calendar applications; neither will meeting attendees receive notice of the meeting change from GoToMeeting. Please be sure to contact meeting attendees directly with any changes to a scheduled meeting.

To edit a scheduled meeting

1. Right-click the icon in the PC system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. Enter your *Email* and *Password* in the *Login* window, and click **Log In**.
3. On the *My Meetings* window, select the meeting you want to edit by clicking the *name* in the Subject column and then click the **Edit** button.
4. On the *Edit Meeting* window, make the desired changes to the meeting and click **Save**.
5. Be sure to contact any previously invited attendees to notify them of the change.

Cancel a Scheduled Meeting

Meeting organizers can delete a scheduled meeting at any time prior to the start of the meeting.

Note: Canceling a scheduled meeting will not be automatically updated in Microsoft Outlook or other calendar applications; neither will meeting attendees receive notice of the cancellation from GoToMeeting. Please be sure to contact meeting attendees directly to notify them of the cancellation.

To cancel a scheduled meeting

1. Right-click the icon in the PC system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. Enter your Email and Password in the *Login* window, and click **Log In**.
3. On the *My Meetings* window, select the meeting you want to cancel by clicking the *name of the meeting* in the Subject column and then click the **Delete** button.
4. On the *Meeting Deleted* window, click **OK** to confirm deletion of meeting.
5. Be sure to notify any previously invited attendees about the cancellation.

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Start / End a Scheduled Meeting

Scheduled meetings are any GoToMeeting meetings that have been previously scheduled by the organizer in the GoToMeeting application.

Scheduled GoToMeeting meetings can be started from the GoToMeeting PC system tray icon, the Mac GoToMeeting Suite icon, the GoToMeeting Web site and the GoToMeeting Outlook bar.

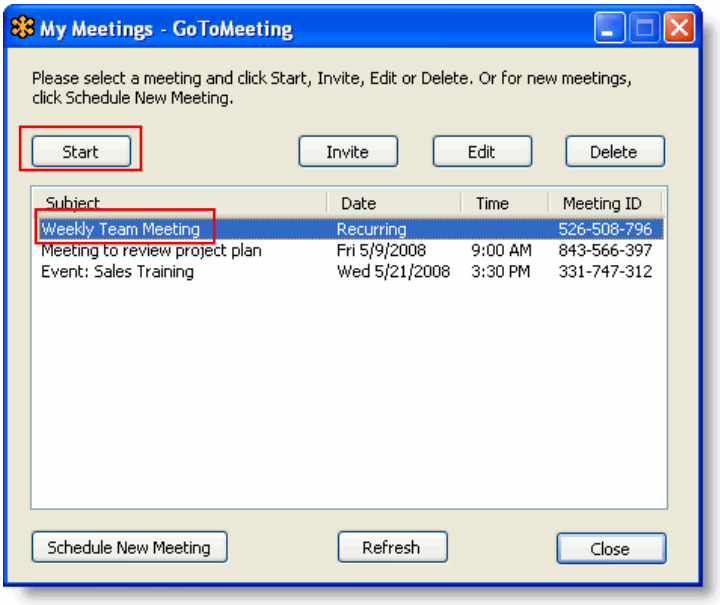
Note: To start a meeting, the GoToMeeting application must be installed on the PC or Mac being used by the meeting organizer. For more information on installing the GoToMeeting application please see the Getting Started section of this guide.

Start a Scheduled Meeting from Your Desktop

▶ To start a scheduled meeting from your desktop

1. Right-click the icon in the PC system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. Enter your *Email* and *Password* in the *Login* window, and click **Log In**.
3. On the *My Meetings* window, select the meeting you want to start by selecting the *name* in the Subject column and then click the **Start** button.

   Your meeting will start and the GoToMeeting Organizer Control Panel will appear on the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.



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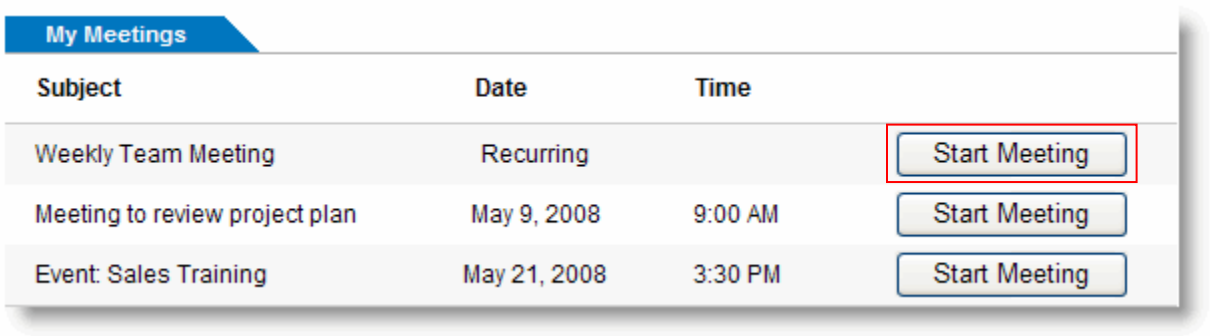
Start a Meeting from the Web

▶ To start a scheduled meeting from the GoToMeeting Web site

1. Log in to your organizer Web site.
2. On the *My Meetings* page, locate the scheduled meeting you wish to start and click the **Start Meeting** button.



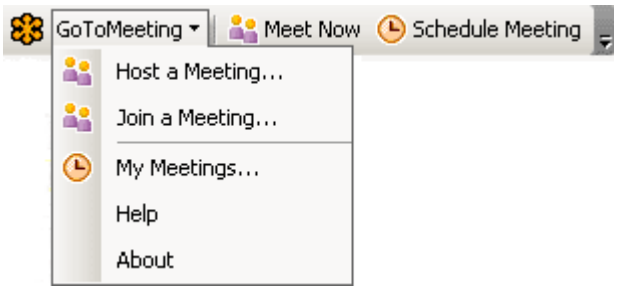
3. If prompted, click **Yes** or **Grant** to accept the GoToMeeting download.
4. Your meeting begins and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.

Start a Meeting from Outlook

▶ To start a scheduled meeting from the GoToMeeting toolbar in Outlook

1. From the GoToMeeting toolbar in Outlook, click the **GoToMeeting** button and select *My Meetings*.
2. On the *Login* window, enter your *Email* and *Password* and click **Log In**.
3. On the *My Meetings* window, select the meeting you want to start by clicking the *name* in the Subject column, and click the **Start** button.

   Your meeting begins and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. See the Organizer Control Panel section below for more information.



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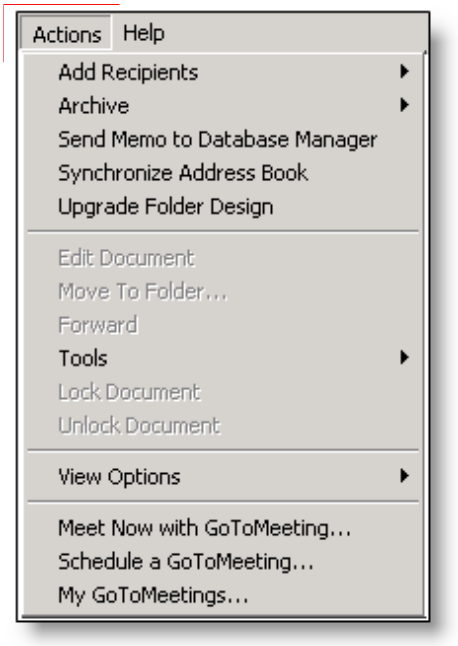
Start a Meeting from IBM Lotus Notes

To start a scheduled meeting from the GoToMeeting IBM Lotus Notes Actions Menu

1. From the *Actions* menu in the Lotus Notes toolbar, select **My GoToMeetings**.
2. On the *Login* window, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings* dialog box, select the meeting you want to start by clicking the *name* in the Subject column, and click the **Start** button.

   Your meeting will start and the GoToMeeting Organizer Control Panel will appear on the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.

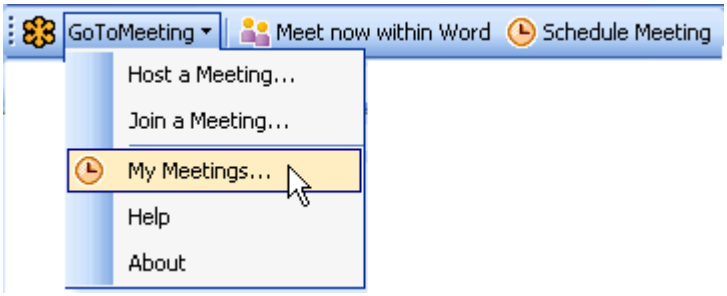


Start a Meeting from Microsoft Office

To start a scheduled meeting from the GoToMeeting Toolbar in Microsoft Office

1. From the GoToMeeting toolbar in Microsoft Office, click the **GoToMeeting** button and select *My Meetings*.
2. On the *Login* window, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings* window, select the meeting you want to start by clicking the *name* in the Subject column, and click the **Start** button.

   Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.



Note: If the GoToMeeting toolbar does not appear in your Microsoft Office application, see the GoToMeeting Application Preferences section for instructions.

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Start an Impromptu Meeting

Impromptu meetings are any meetings that an organizer starts without first scheduling them in advance. This is an ideal feature for last-minute and on-the-fly meetings that need to occur without prior notice. Impromptu meetings may be initiated either from the GoToMeeting PC system tray icon, the Mac GoToMeeting Suite icon, from the Microsoft Outlook tool bar, the Lotus Notes Actions menu or from an integrated instant-messaging application.

Note: To start a meeting, the GoToMeeting application must be installed on the PC or Mac being used by the meeting organizer. For more information on installing the GoToMeeting application, please see the Getting Started section of this guide.

▶ To start an impromptu meeting from the GoToMeeting system tray icon

1. Right-click the icon in the PC system tray or double-click the GoToMeeting Suite icon on a Mac and select **Meet Now**.
2. On the *Login* window, enter your *Email* and *Password* and click **Log In**.
3. Your meeting starts and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

Or

1. Double-click the icon in the PC system tray.
2. Your meeting starts and the GoToMeeting Organizer Control Panel appears on the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

▶ To start an impromptu meeting from the GoToMeeting Web site

1. Go to www.gotomeeting.com and click the **Host a Meeting** button.
2. If prompted, click **Yes** or **Grant** to accept the GoToMeeting download.
3. On the *Login* window, enter your *Email* address and *Password* and click **Log In**.
4. On the *Host a Meeting* window, select **Meet Now**.
5. Your meeting starts and the GoToMeeting Organizer Control Panel appears on the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

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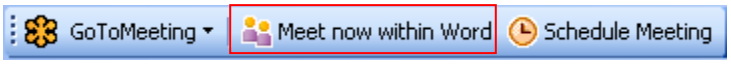
▶ To start an impromptu meeting from the GoToMeeting Toolbar in Outlook

1. From the GoToMeeting Outlook bar, click the **Meet Now** button.
2. On the *Login* window, enter your *Email* address and *Password* and click **Log In**.
3. Your meeting starts and the GoToMeeting Organizer Control Panel appears on the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

▶ To start an impromptu meeting from the GoToMeeting Toolbar in Microsoft Office

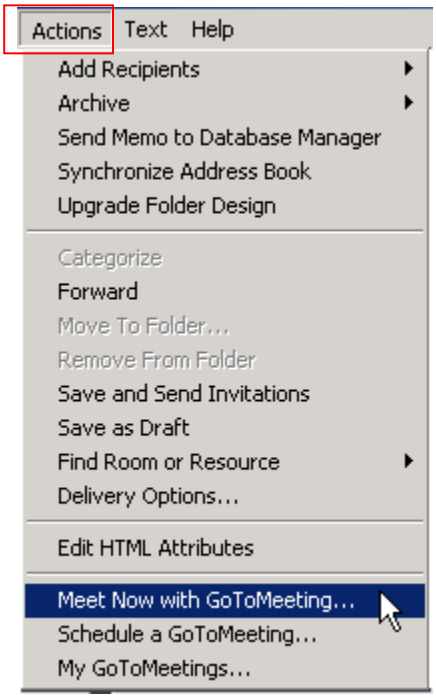


1. From the GoToMeeting Toolbar in Microsoft Office, click the **Meet now within** button to launch an impromptu meeting.
2. On the *Login* window, enter your *Email* address and *Password* and click **Log In**.
3. Your meeting starts and the GoToMeeting Organizer Control Panel appears in the right side of your desktop.
4. Click the **Show My Screen** button and your presentation starts in specific application-sharing mode. This means that GoToMeeting only displays the Microsoft Office window from which you started the impromptu meeting.

Note: The GoToMeeting toolbar can be displayed in Microsoft Word, Excel and PowerPoint.

▶ To start an impromptu meeting from the IBM Lotus Notes Actions menu

1. From the GoToMeeting Lotus Notes menu options, select **Meet Now with GoToMeeting**.
2. On the *Login* window, enter your *Email* address and *Password* and click **Log In**.
3. Your meeting starts and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.



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To start an impromptu meeting from an instant-messaging application

1. Launch the instant-messaging application.
2. Open a chat communication with the person you would like to invite.
3. On the side of the chat box, click the GoToMeeting **Meet Now** tab.
4. On the *Login* window, enter your *Email* address and *Password* and click **Log In**.
5. Your meeting starts and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

Leave or End a Meeting

Organizers may choose to either leave a meeting while allowing the meeting to continue or to end a meeting completely.

Note: If an organizer chooses to leave a meeting while allowing it to continue he or she must first designate another attendee as the meeting organizer.

To leave a meeting and allow the session to continue

1. Prior to leaving the meeting, be sure to make another attendee the organizer.
2. From the *File* menu, select *Exit – Leave Meeting*.
3. On the *Leave Meeting?* confirmation window, click **Yes**.

Note: If you leave a meeting that you organized running, you will not be allowed to host or join another meeting until the first meeting is finished.

To end a meeting

1. From the File Menu, select *Exit – End Meeting*.
2. On the *End meeting for everyone?* confirmation dialog box, click **Yes**.

Mac From the *GoToMeeting* menu on the toolbar, select *Quit GoToMeeting*; or select *File* and then *Leave Meeting*. You may also click the red X in the top left corner of the Control Panel and Viewer Window.

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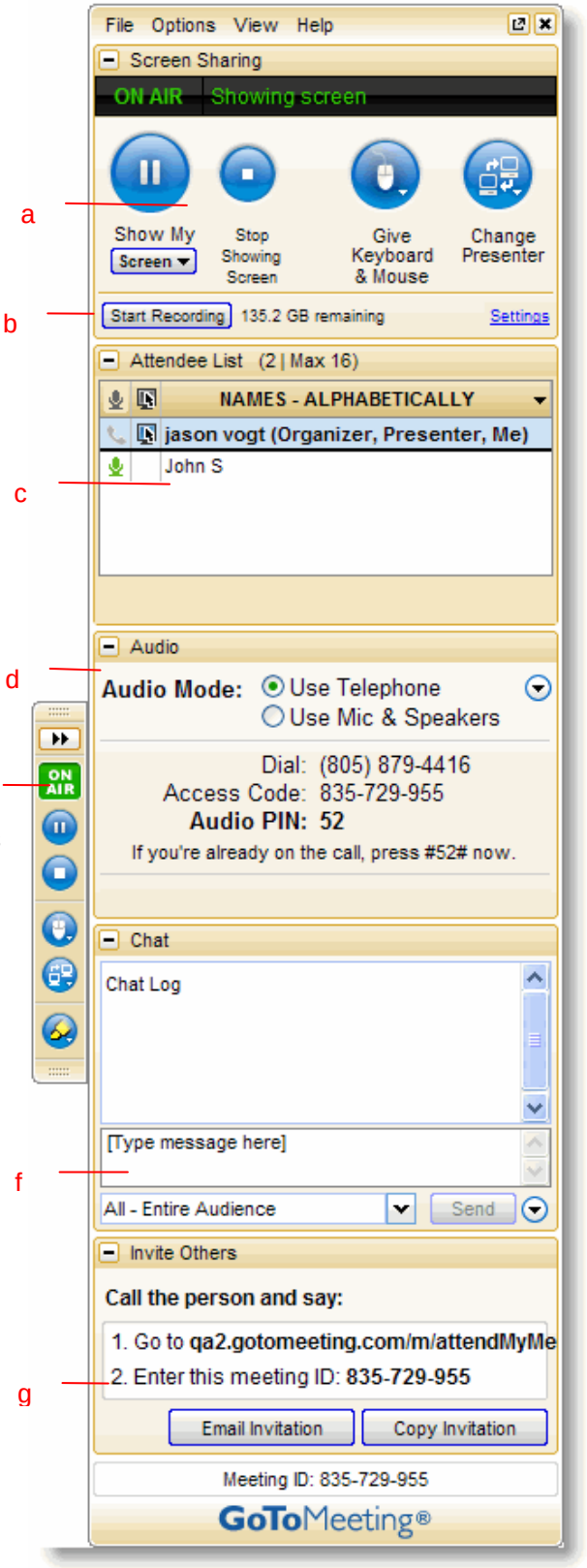
The Organizer / Presenter Control Panel

When the organizer first joins the meeting the Presenter Control Panel appears on the right side of the desktop. The Presenter Control Panel gives organizers and presenters access to various organizer and presenter functions. The Presenter Control Panel is comprised of five panes – Screen Sharing, Attendee List, Audio, Chat, Invite Others and the Grab Tab. The Organizer Control Panel has a sixth pane, the Recording pane, which can be displayed by selecting *View* and then *Recording* from the Organizer Control Panel Menu Bar.

Note: When the organizer passes the presenter role to another attendee, the Control Panel changes and the Screen Tools section is removed and given to the new presenter



- The *Screen Sharing* pane provides organizers/presenters with a visual reminder of On Air status, the ability to show their screens, pause showing their screens, pass keyboard control and change presenters (a)
- When selected from the *Options* menu, the *Recording* pane gives you the ability to record your meetings (b)
- The *Attendee List* pane provides organizers/presenters with a list of all meeting attendees and enables them to make other attendees organizers or presenters, grant or revoke attendee privileges and dismiss attendees (c)
- The *Audio* pane provides access to the audio settings for you and your attendees (d)
- The *Grab Tab* enables organizers/presenters to minimize the Control Panel to the side of their desktops to display their full desktops to attendees and still access Presenter Screen Tools (e)
- The *Chat* pane allows organizers and attendees to communicate privately or publicly (f)
- The *Invite Others* pane includes the meeting URL and ID which can be used to invite more attendees (g)

Mac As a Mac presenter, your expanded Control Panel will be visible to attendees as a black silhouette and sometimes parts of the Control Panel are fully visible (not blacked out) to attendees. This can obstruct a portion of what you are presenting. We recommend that Mac presenters leave the Control Panel collapsed as much as possible during the meeting. If you have a multi-monitor setup, we recommend keeping the Control Panel on your second monitor.

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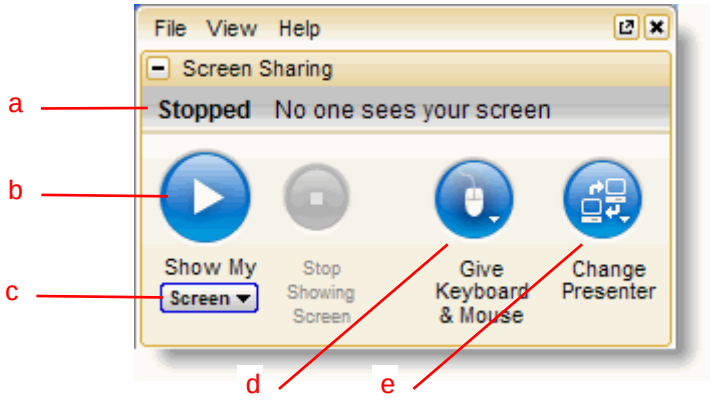
The Screen Sharing Pane

When an attendee becomes a presenter, the Control Panel adjusts to incorporate the Presenter *Screen Sharing* pane at the top. The *Screen Sharing* pane provides the presenter with access to the various presentation controls.

- The Broadcasting Status field notifies presenters of the status of screen sharing (a)
- The **Show My Screen** button starts/pauses showing the presenter's entire desktop to attendees (b)
- The **Screen** drop-down button allows the presenter to share specific application windows, or a clean screen with meeting attendees (c)
- The **Give Keyboard & Mouse** button grants shared mouse and keyboard control to another attendee (d)
- The **Change Presenter** button passes the presenter role to another attendee (e)



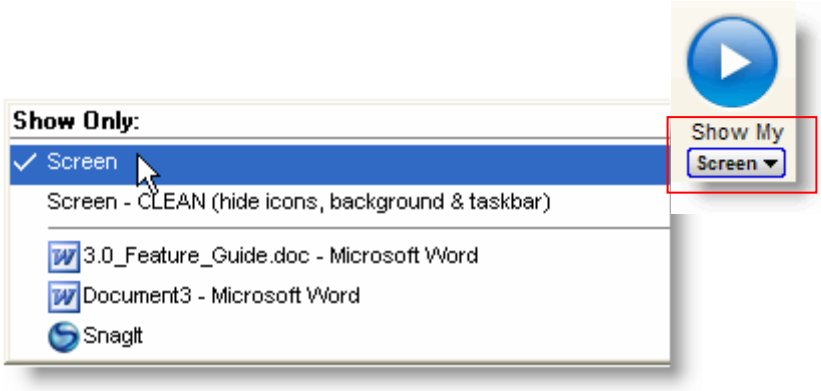
Presenter Screen Tools Pane when Screen Sharing is Off

Share Your Desktop

▶ To share your entire desktop

1. Click the **Screen** button on the GoToMeeting Control Panel.
2. Select the **Screen** option.

Note: Hovering over your Show Only menu selection will display an animated gray frame which indicates what attendees will see if selected. If you select an application window that is minimized, the selected window will automatically maximize and be presented to attendees. If the presenter opens a window on top of the window being shared, screen sharing will pause until the intruding window is either moved or closed.



Note: The specific application sharing feature will also allow you to share one or all of your multiple monitors if you have the hardware already set up.

Mac presenters do not have the option of displaying a clean screen or a specific application. We recommend you close all windows you do not want to be seen by attendees before beginning screen sharing.

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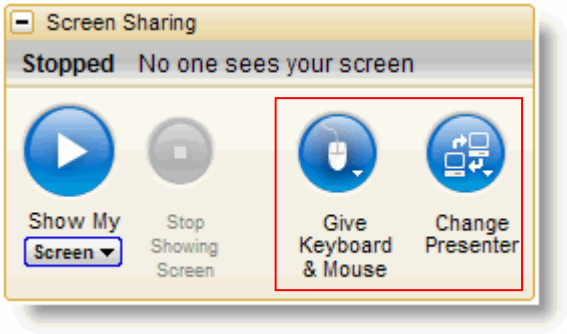
Passing Roles to Attendees

Your keyboard and mouse controls can be temporarily shared with one of your attendees or the entire group. Simply click the **Give Keyboard & Mouse** button on the *Screen Sharing* pane or the Grab Tab and then select the attendee. As the presenter you will always have priority control of your keyboard and mouse, and can regain control simply by hitting a key or moving your mouse.

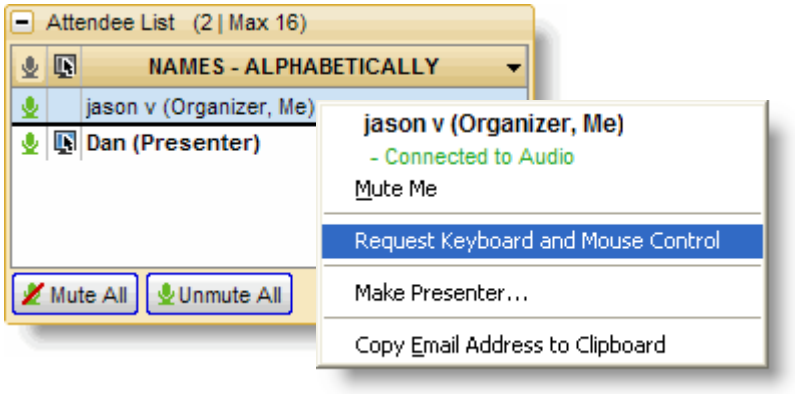


If you would like pass the presenter role to one of your attendees, simply click the **Change Presenter** button on the Screen Sharing pane or the Grab Tab and select the new presenter.

To return the presenter role to yourself, click the **Change Presenter** button again and select your own name.

Request Keyboard and Mouse

Organizers and panelists can request keyboard and mouse control from the presenter. Right-click or Control-click your name in the *Attendee List* pane and select *Request Keyboard & Mouse Control*.



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Manage Attendees

Organizers can manage attendees by right-clicking or Control-clicking attendee names in the *Attendee List* pane and selecting or deselecting the desired attendee options.

Displays the number of attendees and maximum number of attendees for the meeting (a)

Indicates attendee role and color of assigned Drawing Tool (b)

Mute or unmute the attendee (c)

Mute or unmute all the attendees (d)

Assign your attendee the role of presenter and/or organizer (e)

Share your keyboard and mouse with an attendee (f)

Provide your attendee with on-screen drawing tools (g)

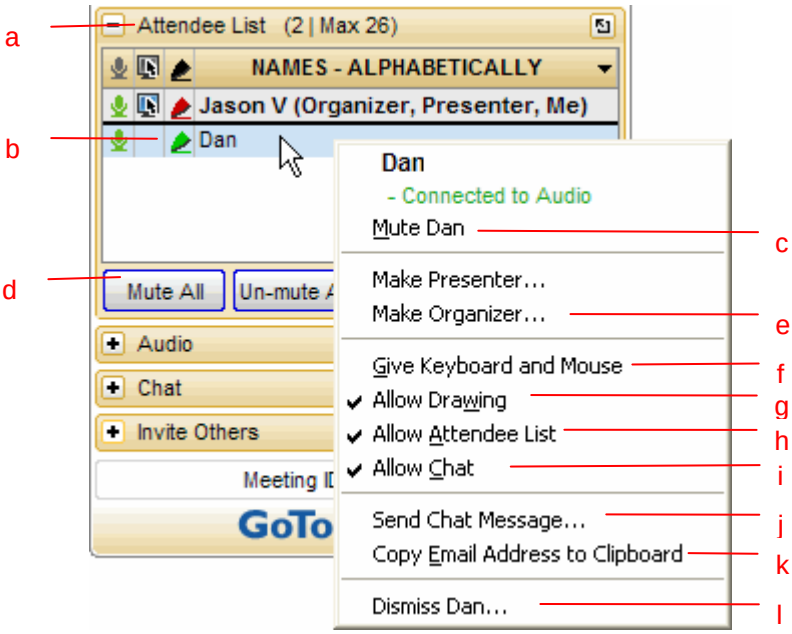
Allow your attendee to see the list of other attendees (h)

Allow your attendee to chat (i)

Sends a chat message directly to the attendee (j)

Copy the attendees email address to the clipboard (k)

Dismisses an attendee from the meeting (l)



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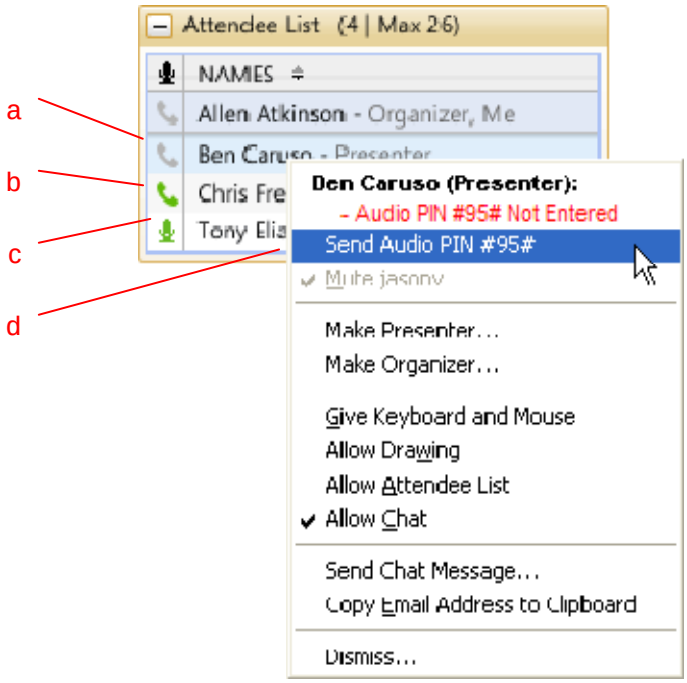
Manage Audio

Attendees who join the audio portion of your meeting are joined unmuted by default. Attendees joined via VoIP will have a microphone icon next to their name. Attendees joined via telephone will have a handset icon next to their name. For more information on your audio options, please see GoToMeeting Total Audio Service.

Attendees Audio

- Presenter, joined via telephone but did not enter their Audio PIN, unmuted (a)
- Attendee, joined via telephone, unmuted (b)
- Attendee, joined via VoIP, unmuted (c)
- Attendees who join the meeting via telephone must enter their Audio PIN so that you have full audio controls through the Organizer Control Panel. If not entered, you can right-click the person's name and select *Send Audio PIN.* This will send a pop-up message with the Audio PIN to that person. (d)



Audio Control Icons	
	Telephone: Unmuted by default. Can mute/unmute self through Control Panel or telephone keypad (*6).
	Telephone: Muted
	Telephone: Did not enter Audio PIN. Cannot mute/unmute until Audio PIN is entered.
	VoIP: Unmuted by default. Can mute/unmute self through Control Panel.
	VoIP: Muted
No icon	Not connected to audio (cannot hear audio or speak).

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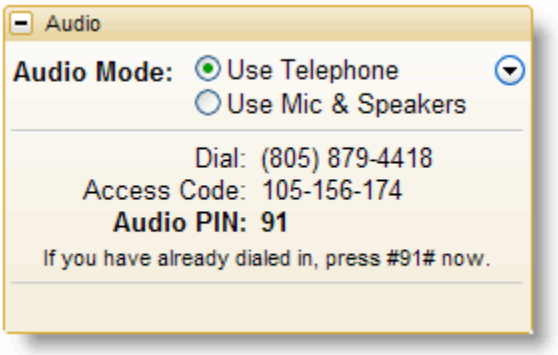
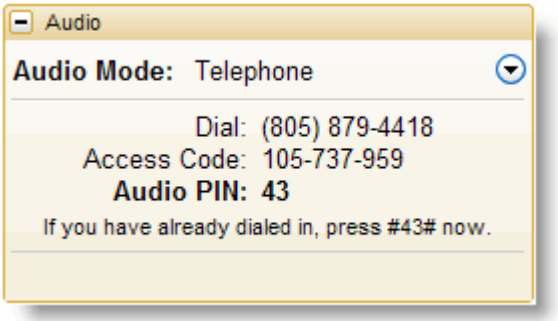
Organizer Audio

The GoToMeeting Conference Call Service allows you manage your audio options before and during your meetings. If you wish to change your own connection or your attendee's audio connection during a meeting, you can do so from the Audio pane of your Control Panel.

Starting the Meeting



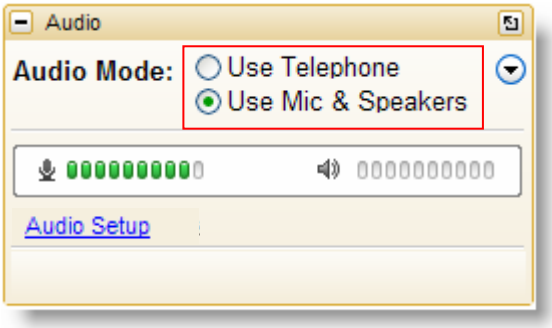
- **VoIP and Telephone:** If you have selected to use VoIP and Telephone for your meeting, you will see the options *Use Telephone* and *Use Mic & Speakers* in your Control Panel. The default mode is Telephone; however, GoToMeeting will remember your selection for your next meeting.



- **Telephone:** If you have selected to use Telephone only for your meeting, you must join the audio portion by dialing the conference number and providing the Access Code and Audio PIN noted in your Control Panel.

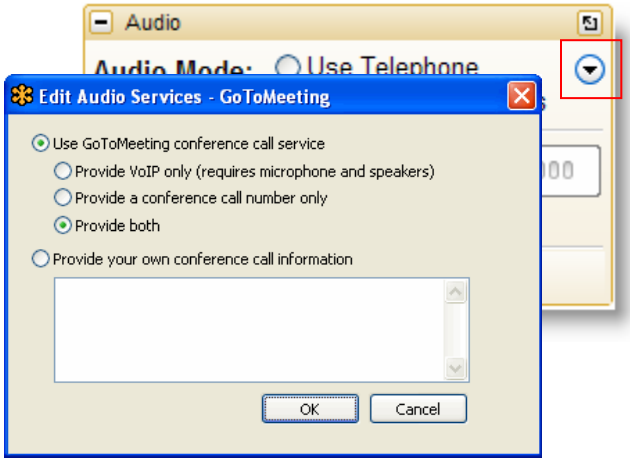
▶ To switch audio formats during a meeting

If you are using the GoToMeeting Conference Call Service during a meeting, you can switch between using Mic & Speakers or Telephone. In the *Audio* pane at *Audio Mode* click either *Use Telephone* or *Use Mic & Speakers*.



▶ To edit audio services for your attendees

If you would like to provide your attendees different conference call options during a meeting, you may do so by clicking the down arrow in your *Audio* pane.



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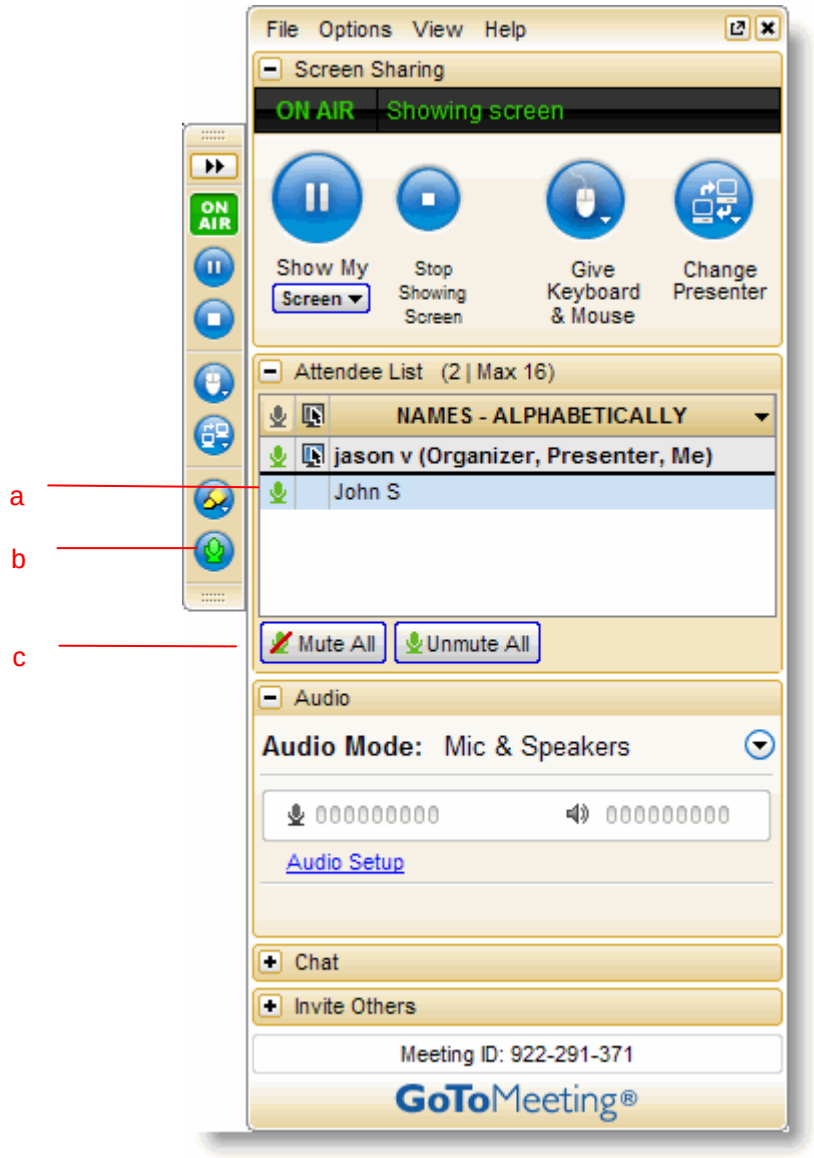
Muting Audio

With the GoToMeeting Conference Call Service, you can manage the muting and unmuting of individual attendees, switch audio formats and keep track of who is speaking.

▶ To manage muting and unmuting during a meeting

You can mute/unmute yourself and attendees in the following ways:

- Click the microphone or handset icon next to the attendee's name (a)
- Click the microphone icon on the Grab Tab (b)
- Click the **Mute All** button (c)



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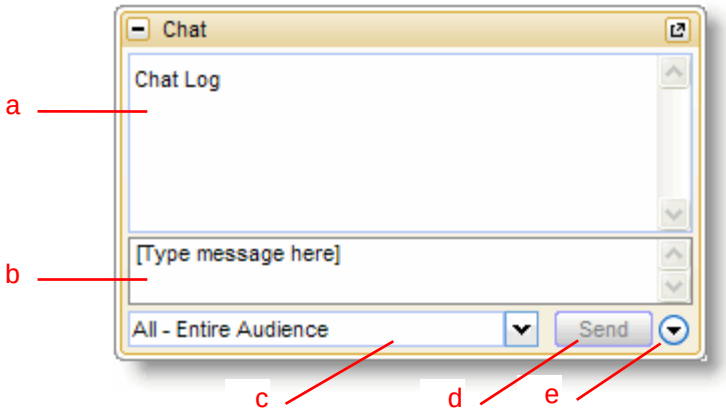
Chat with Attendees

As an organizer you can chat with your attendees by using the built-in Chat feature in the *Chat* pane. This feature can be turned on or off from the *Meetings* tab in the *Preferences* window or during a meeting from the *Attendee List* pane.



- The Chat Log displays the text of all public chat and chat between two attendees (a)
- The Message Entry field enables input of chat text (b)
- Send your chat message to All or a specific attendee from the drop-down selection field (c)
- The Send button transmits chat to selected recipient(s) (d)
- Create a Welcome message to be delivered to attendees when they arrive (e)

Mac organizers may edit their welcome message from the *File* drop-down menu in the toolbar.

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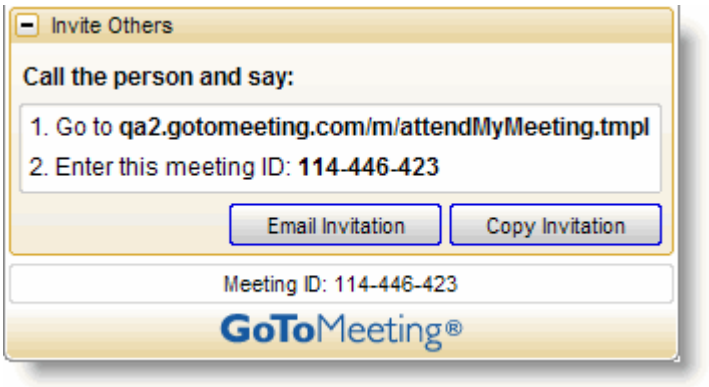
Invite Attendees during a Meeting

You as an organizer may invite new attendees to meetings in progress from the *Invite Others* pane. Invitation methods include Phone, Email and Copy/Paste.



▶ Invite attendees by phone

To invite attendees by phone, call the desired attendees and read them the information provided in the *Invite Others* pane.

▶ Invite attendees by email

To invite attendees by email, expand the *Invite Others* pane and then click the **Email Invitation** button.

A new Microsoft Outlook or IBM Lotus Notes email will be generated with the meeting invitation information in the body of the email; simply address and send the email to the desired attendees.

Note: The Email option only works with Microsoft Outlook and IBM Lotus Notes. If you have another email program please click the Copy Invitation button and paste the meeting information into your email service.

▶ Copy and paste the invitation

To invite attendees using an email service other than Microsoft Outlook, expand the *Invite Others* pane and click the **Copy Invitation** button.

This will copy the meeting invitation information to your Clipboard, where it can then be pasted into another email program or an instant-messaging application.

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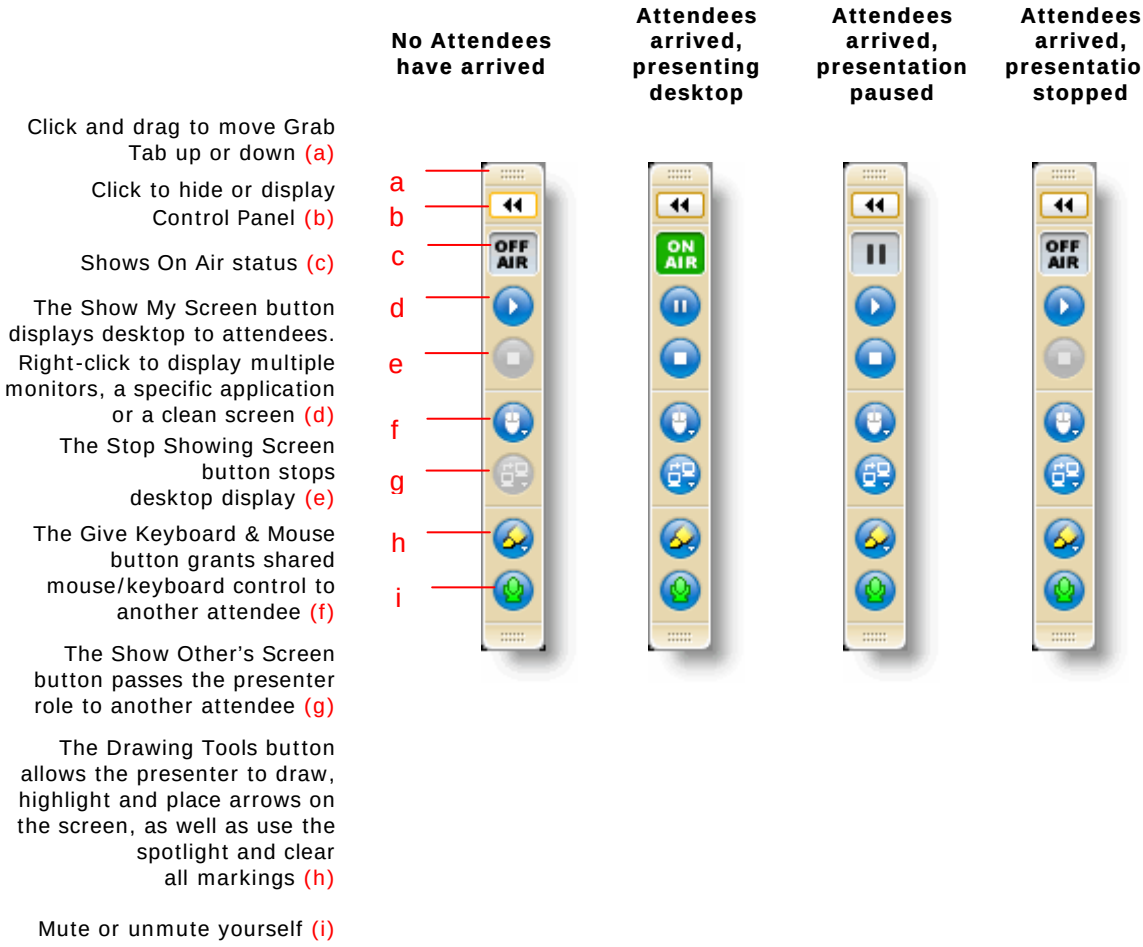
The Control Panel Grab Tab

The Control Panel Grab Tab enables organizers and presenters to minimize the Control Panel to the side of their desktops to display their full desktops to attendees and still access Presenter Screen Tools. The Grab Tab changes depending on the status of the presenter role.

There are four main display modes:

1. Organizer/Presenter has started meeting but no attendees have arrived.
2. Attendees have arrived and the presenter is displaying his or her desktop.
3. Attendees have arrived and the presenter has paused displaying his or her desktop. In this mode, screen sharing is paused and attendees see a frozen image of the presenter's desktop.
4. Attendees have arrived and the presenter has stopped displaying his or her desktop. In this mode, screen sharing is stopped and attendees see a "Presentation Stopped" message.


No Attendees have arrived
Attendees arrived, presenting desktop
Attendees arrived, presentation paused
Attendees arrived, presentation stopped
Click and drag to move Grab Tab up or down (a)
Click to hide or display Control Panel (b)
Shows On Air status (c)
The Show My Screen button displays desktop to attendees. Right-click to display multiple monitors, a specific application or a clean screen (d)
The Stop Showing Screen button stops desktop display (e)
The Give Keyboard & Mouse button grants shared mouse/keyboard control to another attendee (f)
The Show Other's Screen button passes the presenter role to another attendee (g)
The Drawing Tools button allows the presenter to draw, highlight and place arrows on the screen, as well as use the spotlight and clear all markings (h)
Mute or unmute yourself (i)
a
b
c
d
e
f
g
h
i
OFF AIR
ON AIR
OFF AIR

As a Mac presenter, your expanded Control Panel and Grab Tab will be visible to attendees as a black silhouette and sometimes parts of the Control Panel are fully visible (not blacked out) to attendees. This can obstruct a portion of what you are presenting. We recommend that Mac presenters leave the Control Panel collapsed as much as possible during the meeting. If you have a multi-monitor setup, we recommend keeping the Control Panel on your second monitor.

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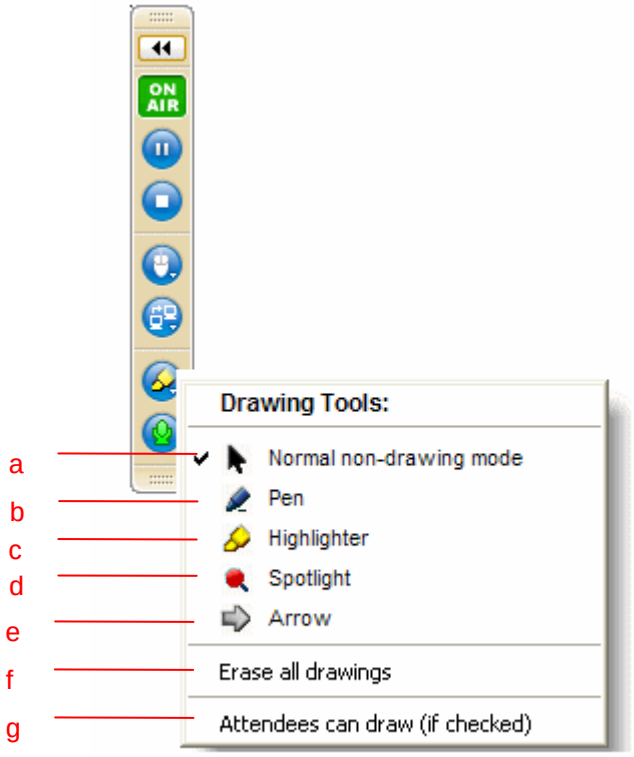
Drawing Tools

The Drawing Tools feature is accessed from the Drawing Tool button on the GoToMeeting Grab Tab. Once a Drawing Tool is enabled, the *Drawing Tools* menu can be reselected by either clicking the Drawing Tools button or by right-clicking or Command-clicking your mouse. To deactivate a tool simply select *Normal non-drawing mode* from the menu.

- No Drawing Tool selected (a)
- Click and drag to draw on the screen (b)
- Click and drag to highlight in yellow (c)
- Allows the presenter to draw attention to an area of the screen without leaving a mark (d)
- Places an arrow on the screen (only one arrow at a time) (e)
- Erases all drawings (f)
- Enables Attendee Drawing Tools during a meeting (g)



Note: Press the Shift key with any Drawing Tool to make a straight line.

Note: Only the presenter can erase drawings. Drawing will pause for attendees anytime the presenter pauses the presentation.

Mac The Drawing Tools feature is only available for meetings hosted by PC users at this time.

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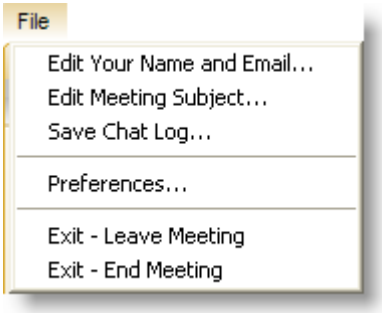
The Organizer Menu Bar - PC

The Organizer Control Panel menu bar provides access to various application tools not specifically related to managing meetings. Menu options include File, Options, View and Help.

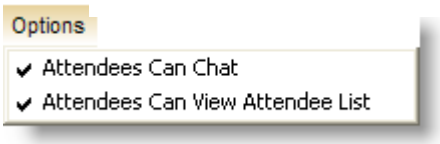
File Menu

From the *File* menu, PC-based organizers can edit how their names and email addresses are displayed to attendees. They can change the meeting subject, save the chat logs of their meetings as .rtf files to their PCs and access Preferences while in session. Organizers can also exit meetings without ending them (they must first make another attendee an organizer) or exit meetings and end them.



Options Menu

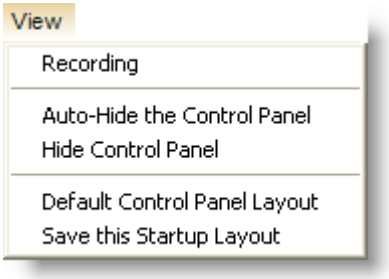
From the *Options* menu, organizers can enable or disable the Attendee List and/or Chat feature for all attendees.



View Menu

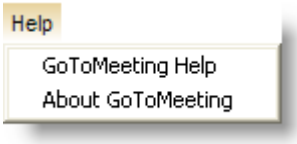
From the View menu, organizers can record the meeting. Organizer can also return the Control Panel layout to its default settings or save the current layout.

With *Auto-Hide the Control Panel* checked your Control Panel is set to collapse automatically after 10 seconds of inactivity. To disable this feature, deselect *Auto-Hide the Control Panel* in the View menu so that it is left unchecked.



Help Menu

The Help menu provides access to the online GoToMeeting Help file and GoToMeeting software version information.



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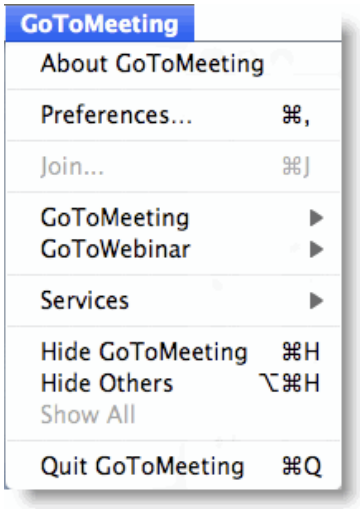
The Organizer Toolbar - Mac

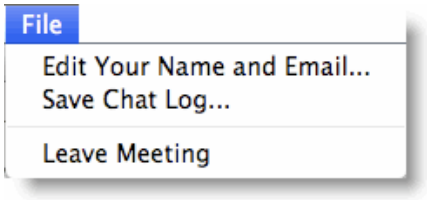
GoToMeeting Menu

The GoToMeeting menu allows Mac-based organizers to manage their preferences and end a meeting.



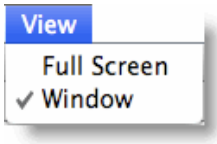
File Menu

The File menu allows organizers to edit how their names and email addresses are displayed to other attendees, save the meeting chat logs as html files and leave meetings.



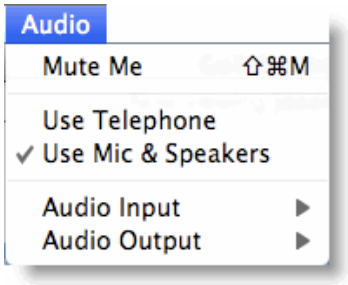
View Menu

The View menu enables organizers to select how to display the Viewer Window on their desktops.



Audio Menu

The Audio menu provides organizers another option for managing their audio settings. They can mute themselves, switch between telephone and VoIP if enabled and select their audio input and output.



Help Menu

The Help Menu provides access to the online GoToMeeting Help file and to GoToMeeting software version information. There is also an option to leave feedback on the audio quality.

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Record and Play a Meeting

Notes on Recording and Playing a Meeting

Meeting recording allows an organizer to record all screen activity that is presented in the GoToMeeting Viewer Window, including desktop and application sharing of other attendees presenting in the meeting.

Meeting recording requires Windows Media Player 9.0 or higher. Windows Media Player 9.0 currently supports, 2000, XP Home, XP Pro, 2003 Server; therefore, these are the operating systems required for recording with GoToMeeting.

The recording feature is only available to PC users at this time.

To record audio, an organizer must have a sound card installed on his or her computer. (If you can hear music played on your computer, you have a sound card.) If you are using the integrated Total Audio service, the audio you and your attendees transmit over the phone or VoIP (using a microphone connected to your computer) will be recorded automatically when you click the Start Recording button.

If you are recording a teleconference using an audio service other than Total Audio, you can enable the GoToMeeting Voice over Internet Protocol (VoIP) feature, position a microphone next to a speakerphone or set up a phone recording adapter to your phone and line-in input on your computer's sound card.

Only one recording file is created per meeting. This means that if an organizer clicks Start Recording to start the recording and then stops the recording and subsequently restarts the recording during the course of one meeting, GoToMeeting will keep recording to the same meeting recording file.

The default destination location to save your recording defaults to your My Documents folder. You can change the destination location but only before you begin recording. It is recommended that the designated location have a minimum of 1.0GB of free space in order to accommodate the recording. For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

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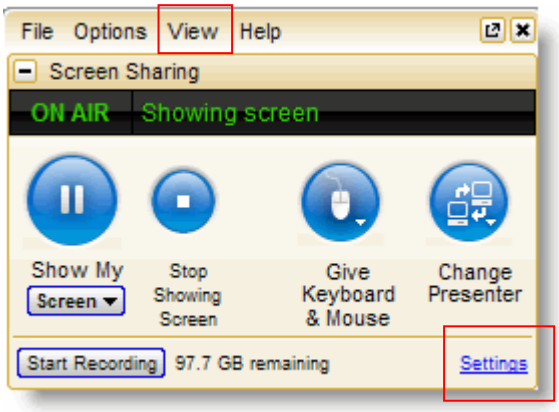
Recording a Meeting

The meeting recording feature is only available to meeting organizers or promoted organizers.

The meeting recording feature is only available to PC-based meeting organizers or promoted organizers.



To configure recording settings

1. From the Organizer Control Panel, click the *View* menu, select *Recording* and then click *Settings*.

2. On the Recording tab:

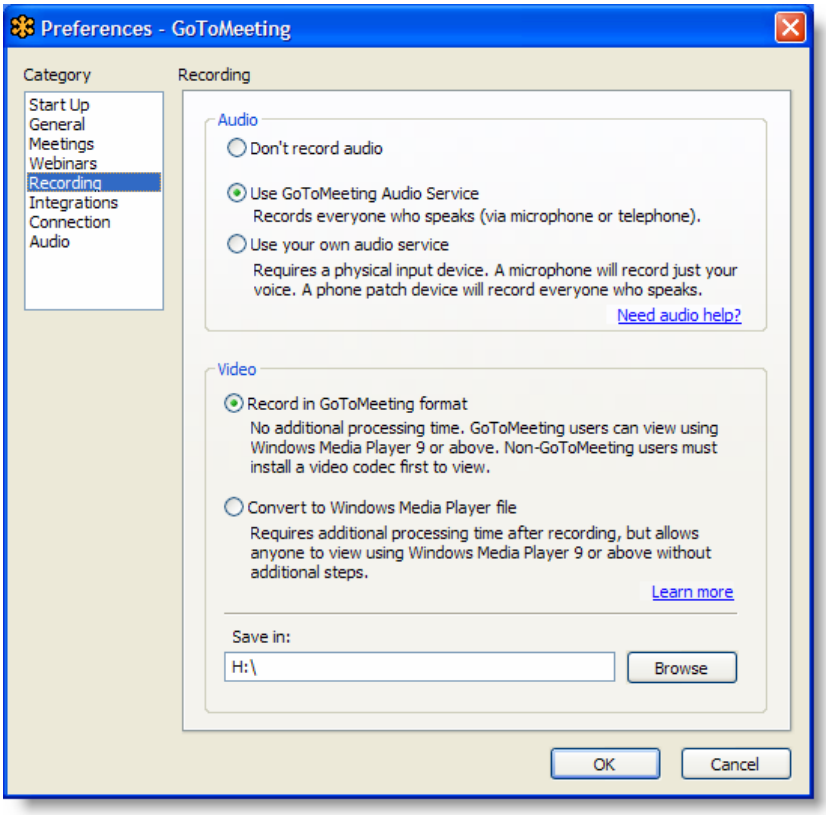
   - Audio: Allows you to enable or disable the audio recording feature. To record, choose which audio service you want to use for your meeting.

     Note: Be sure to check your audio device settings under Audio in the left menu.

   - Video: Allows you to select the meeting recording output format and destination for saving the file.

     Note: Mac users can only view meetings recorded in Windows Media Player format.

   - Save in: Select the folder in which you want to save your recording.


Preferences - GoToMeeting
Category
Start Up
General
Meetings
Webinars
Recording
Integrations
Connection
Audio
Recording
Audio
Don't record audio
Use GoToMeeting Audio Service
Records everyone who speaks (via microphone or telephone).
Use your own audio service
Requires a physical input device. A microphone will record just your voice. A phone patch device will record everyone who speaks.
Need audio help?
Video
Record in GoToMeeting format
No additional processing time. GoToMeeting users can view using Windows Media Player 9 or above. Non-GoToMeeting users must install a video codec first to view.
Convert to Windows Media Player file
Requires additional processing time after recording, but allows anyone to view using Windows Media Player 9 or above without additional steps.
Learn more
Save in:
H:\
Browse
OK
Cancel

3. Click **OK**.

Note: If you are using VoIP, see the *VoIP Audio Best Practices* section of this guide for information on testing your audio device.

Note: For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

Note: You cannot change the input device setting or the Save in location setting once you have started to record a meeting. If you do not specify a destination location, the default is My Documents.

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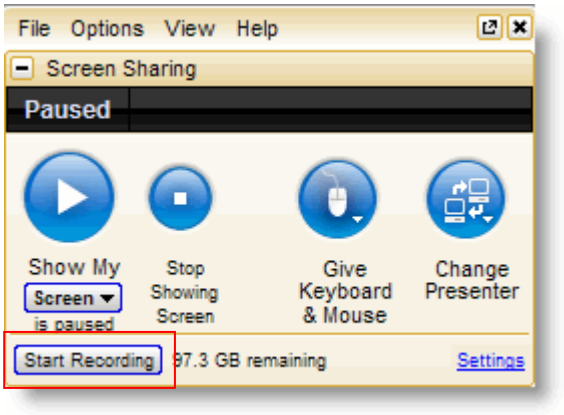
To record a meeting



1. From the Organizer Control Panel, click the *View* menu and select *Recording*.
2. Click **Settings** in the Recording pane and confirm that your Audio and Video options are set appropriately. For detailed Audio and Video options, click on the Need audio help? link and Learn more links respectively.
3. In the *Save in:* section, click the **Browse** button to identify where you would like to save your recording.
4. Click **OK** to save your settings.
5. In the Recording pane, click the **Start Recording** button to start recording.
6. Click Show My Screen to capture the video portion of the recording.
7. Click *File* and select *Exit – End Meeting*.

Note: The lower you set your monitor resolution, the better the quality of the meeting recording. A resolution of 1024 x 768 is recommended for optimal recording quality. Since the recording will scale to the highest resolution among the presenters in a recorded meeting, it is also recommended that all presenters set their resolution to the same setting. Avoid displaying multiple monitors when recording a meeting.

Note: GoToMeeting will begin recording audio input from the time that the organizer clicks the Record button; however, the screen recording will not start until the presenter begins showing his or her screen. If screen sharing is not turned on during the course of the recorded meeting, the playback will show a black screen and play back the audio recording.

Note: You must have at least 500 MB of space on the destination drive to record a meeting. If you have less than 500 MB of available space, GoToMeeting will display a warning when Recording begins. If space drops to 100 MB, recording will be automatically stopped and you will receive a warning message. If you have selected to convert your recording to Windows Media format, you will need 1.0GB (twice as much space).The Remaining**:** field in the Recording pane refers to the amount of space available for recording that is listed in the Recording Preferences Save In: field.

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Playing a Recorded Meeting

GoToMeeting creates one recording file per meeting. If you stop and start a recording during the course of a meeting, each recorded segment will be appended to the recording file in progress for that meeting.

▶ To replay a meeting recorded in the GoToMeeting format

1. If you haven't already, end the meeting that you are recording and GoToMeeting will automatically save your file with the date and time noted after the name that you gave the meeting upon scheduling it. Impromptu meetings will be named with the date and time of the meeting followed by **Meet Now**.
2. Navigate to the directory that is listed in the **Save in:** field under the Preferences Recording tab.
3. Click the file name to start the replay.
4. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

Note: You must have GoToMeeting installed, or download the GoToMeeting codec (G2M2 decoder) to view a meeting recorded in the GoToMeeting format. Visit http://www.gotomeeting.com/codec to download the codec. Mac users cannot view meetings recorded in GoToMeeting Codec format.

Note: Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

▶ To replay a meeting recorded in the Windows Media format

1. If you haven't already, end the meeting that you are recording.
2. GoToMeeting will save your file with the name that you gave the meeting upon scheduling it, or **Meet Now** plus the date and time of the meeting and immediately start to convert the recording file into the Windows Media format.
3. Upon completion of the conversion process, navigate to the directory that is listed as the **Save in:** field under the Preferences Recording tab.
4. Click the file name to start the replay.
5. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

Note: The conversion process begins automatically, immediately after you end a recorded meeting in the Windows Media format. Allow time for the conversion to take place. The time needed is dependant upon video content, CPU speed and amount of memory available. Due to the use of CPU resources, you may have to wait until the conversion process is complete to resume use of the computer. GoToMeeting converts the recorded meeting into a Windows Media Player file after the meeting is over, instead of recording direct to Windows Media format, so that impact on CPU resources doesn't bog down the computer during the meeting.

Note: Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

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Distributing a Recorded Meeting

Depending on the size, meeting recordings can be zipped and sent by email, sent by FTP or posted on a Web site.

▶ To distribute a recorded meeting in the GoToMeeting format

1. Deliver the recorded meeting by email or FTP or post to a Web site.
2. Recipients must have Windows Media 9.0 or higher to view the recorded meeting.
3. Request recipients to install the GoToMeeting Codec at http://www.gotomeeting.com/codec if he/she has not already installed it, or is not running the GoToMeeting software on his or her computer.

▶ To distribute a recorded meeting in the Windows Media format

1. Upon completion of the conversion process, deliver the recorded meeting by email or FTP or post to a Web site.
2. Recipients must have Windows Media 9.0 or higher to view the recorded meeting.

Troubleshooting Recording and Replaying a Meeting

To troubleshoot recording and playback

Please see http://www.gotomeeting.com/s/audiohelp and http://www.gotomeeting.com/s/audiolearn. These pages are also linked from the Recording category of the organizer Preferences menu.

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Attending Meetings

Attendee Role Overview

A meeting attendee can be any person with an Internet connection. All that is needed to join a meeting is the meeting ID and, if required, the meeting password. Attendees do not need to subscribe to GoToMeeting; they meet at no cost to them, as guests of the organizer.

Attendees may be given the role of organizer and/or presenter from the original meeting organizer at any time once a meeting has started.

Join a Meeting

There are several ways to join a meeting depending on how you receive the meeting invitation. Joining a meeting requires no pre-registration or configuration.

Note: When joining a meeting, remember to also conference into the meeting using the conference call information provided by your meeting organizer.

▶ To join a meeting from an email invitation, Outlook meeting appointment or instant message invitation

1. Open the email, appointment or instant message that contains the meeting invitation.
2. Click the link provided in the email to join the meeting.
3. If prompted, click **Yes**, **Grant** or **Trust** to accept the download.
4. If requested, enter the *meeting password* provided by your meeting organizer.
5. When prompted, type in your name and optionally, your email address.

▶ To join a meeting from the GoToMeeting Web site

1. Open an Internet browser and go to www.gotomeeting.com.

   Note: Attendees can also join meetings from www.joingotomeeting.com.
2. In the left navigation bar click the **Join a Meeting** button.
3. If prompted, click **Yes**, **Grant** or **Trust** to accept the download.
4. On the *Join a Meeting* window, enter the **Meeting ID** you received from your meeting organizer.
5. If requested, enter the *meeting password* provided by your meeting organizer.
6. When prompted, type in your name and optionally, your email address.

▶ To join a meeting from your desktop

1. If you are also an organizer and GoToMeeting is already installed on your computer, you can right-click the icon in the PC system tray or double-click the GoToMeeting icon on a Mac and select **Join a Meeting**.
2. On the *Join a Meeting* window, enter the **Meeting ID** you received from your meeting organizer.
3. If requested, enter the *meeting password* provided by your meeting organizer.
4. When prompted, type in your name and optionally, your email address.

   Upon clicking **OK** on the *Name and Email* window, you enter into the meeting and the Attendee Control Panel and the GoToMeeting Viewer Window appear.

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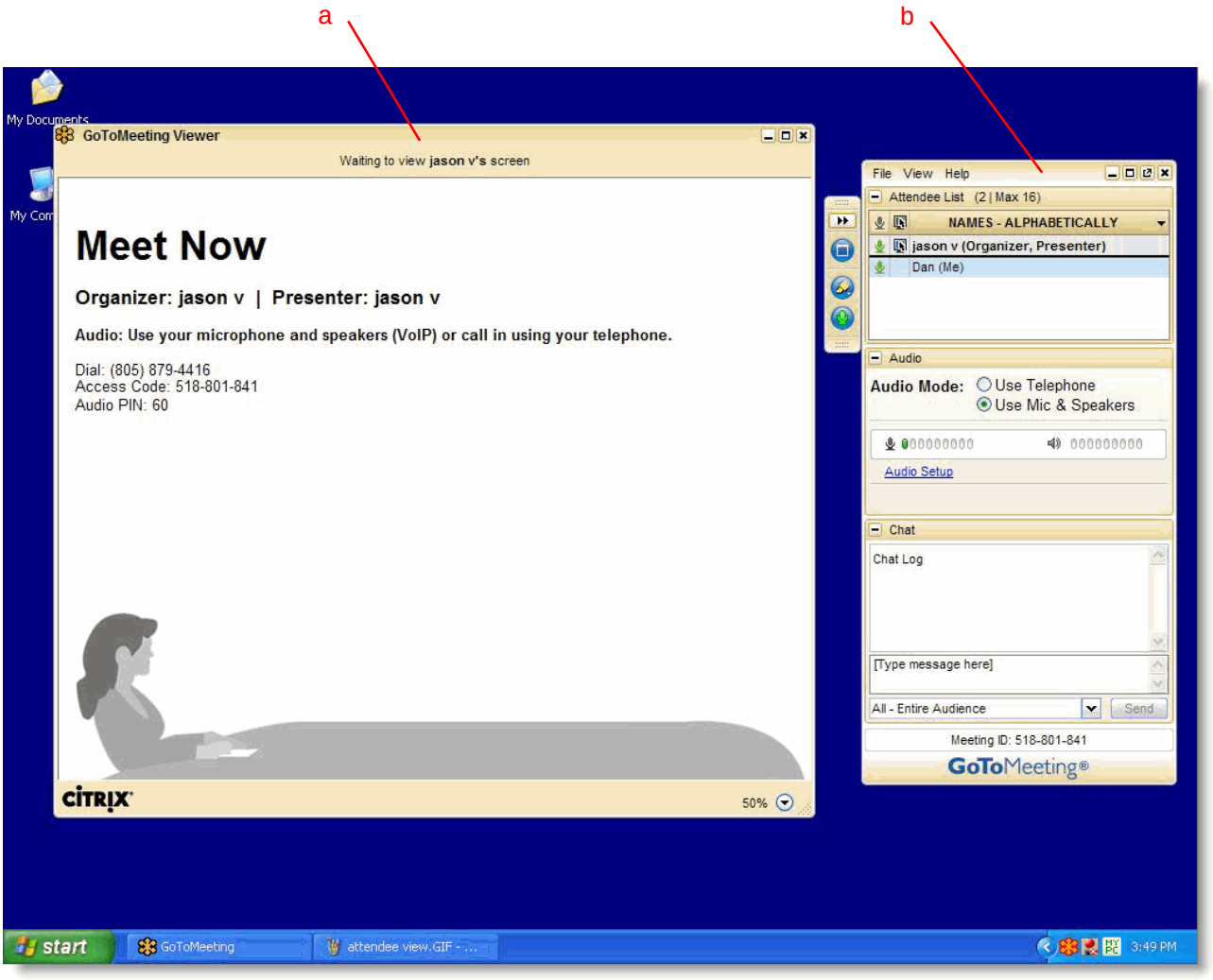
GoToMeeting Attendee Application Components

Once attendees join a meeting they see two GoToMeeting attendee components, the GoToMeeting Viewer Window (a) and the GoToMeeting Attendee Control Panel (b).



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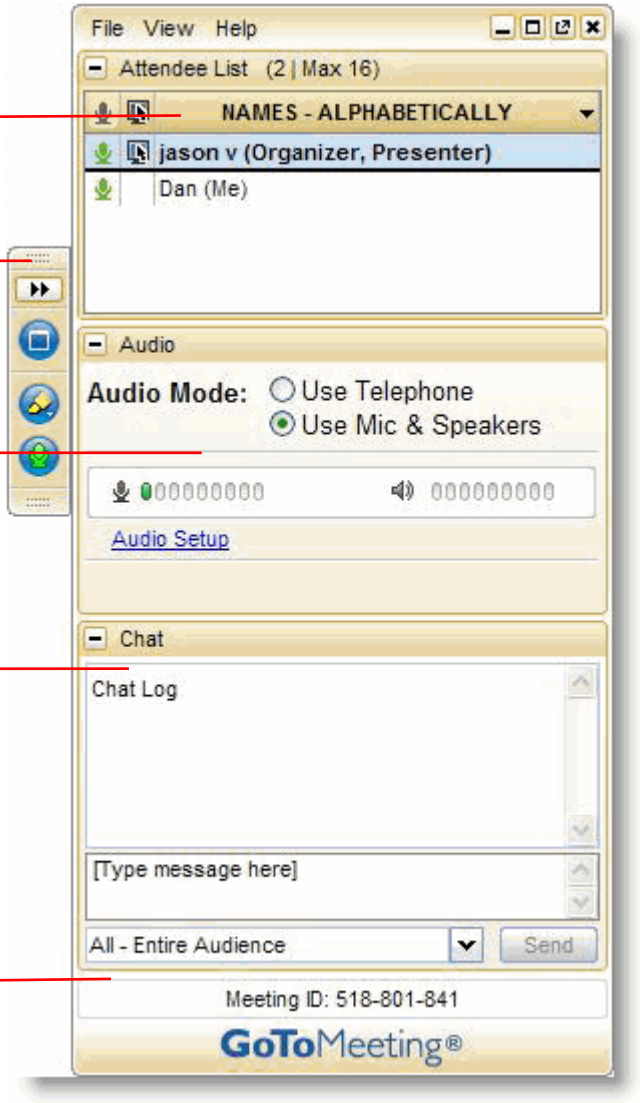
The Attendee Control Panel

When attendees first join a meeting, the Attendee Control Panel appears on the right side of their desktops and then minimizes to the side. The Attendee Control Panel gives attendees access to various meeting functions. The Attendee Control Panel is comprised of four panes – Attendee List, Audio, Chat and Meeting Information – plus the Grab Tab.

- *Attendee List Pane* – If enabled by the organizer, provides a list of all meeting attendees (a)
- *Grab Tab* - Enables attendees to minimize the Control Panel to the side of their desktops and still access Viewer tools (b)
- *Audio Pane* - If the organizer has given attendees a choice in how to join the audio portion of the meeting, you can switch between using Mic & Speakers (VoIP) or Telephone (c)
- *Chat Pane* – If enabled by the organizer, allows attendees to chat with other attendees, either individually or all at once, or with just the organizer or presenter (d)
- *Meeting Information* - Provided for quick reference (e)



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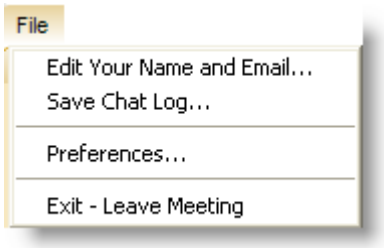
The Attendee Control Panel Menu Bar - PC

The Attendee Control Panel menu bar provides access to various application tools not specifically related to attending a meeting. Menu options include File, View, Tools and Help.

File Menu

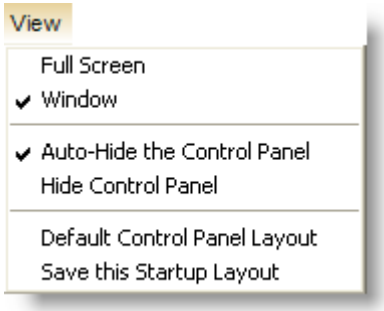
The File menu allows PC-based attendees to edit how their names and email addresses are displayed to other attendees, save the meeting chat logs as .rtf files, manage their preferences and exit meetings.

From the Preferences menu, attendees can allow or forbid bubble messages to appear when another attendee chats or when GoToMeeting notifies them of system-related actions such as attendees joining or leaving a meeting.



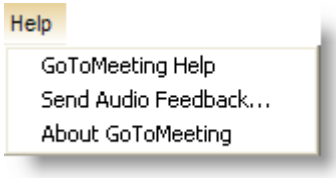
View Menu

The View menu enables attendees to select how to display the Viewer Window on their desktops and how the Control Panel behaves when not in use. Attendees can also save a customized layout or return to the Control Panel to the default layout.



Help Menu

The Help menu provides access to the online GoToMeeting Help file and to GoToMeeting software version information. There is also an option to leave feedback on the audio quality.



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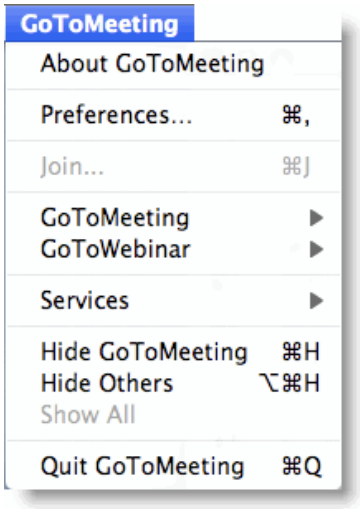
The Attendee Toolbar - Mac

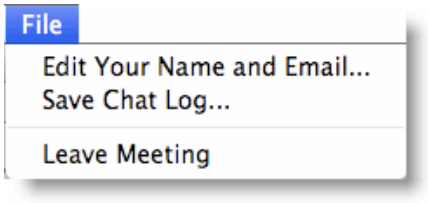
GoToMeeting Menu

The GoToMeeting menu allows Mac-based attendees to manage their Preferences and quit GoToMeeting.



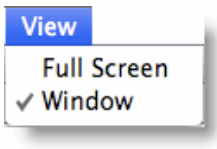
File Menu

The File menu allows attendees to edit how their names and email addresses are displayed to other attendees, save the meeting chat logs as html files and leave meetings.



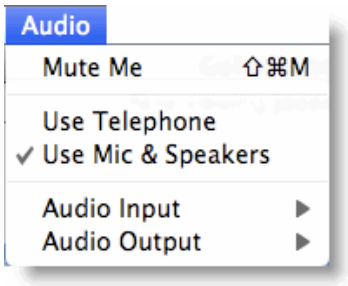
View Menu

The View menu enables attendees to select how to display the Viewer Window on their desktops.



Audio Menu

The Audio menu provides attendees another option for managing their audio settings. They can mute themselves, switch between telephone and VoIP if enabled and select their audio input and output.



Help Menu

The Help Menu provides access to the online GoToMeeting Help file and to GoToMeeting software version information. There is also an option to leave feedback on the audio quality.

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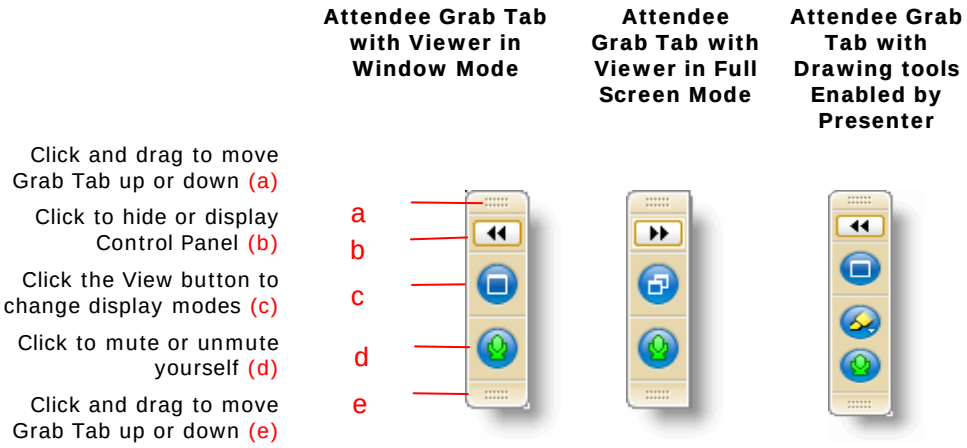
The Attendee Control Panel Grab Tab

The Attendee Control Panel Grab Tab enables attendees to minimize the Control Panel to the side of their desktops and change the way the presenter's desktop is displayed in the Viewer Window. The Grab Tab changes depending on the status of the Viewer Window.


Attendee Grab Tab with Viewer in Window Mode
Attendee Grab Tab with Viewer in Full Screen Mode
Attendee Grab Tab with Drawing tools Enabled by Presenter
Click and drag to move Grab Tab up or down (a)
Click to hide or display Control Panel (b)
Click the View button to change display modes (c)
Click to mute or unmute yourself (d)
Click and drag to move Grab Tab up or down (e)
a
b
c
d
e

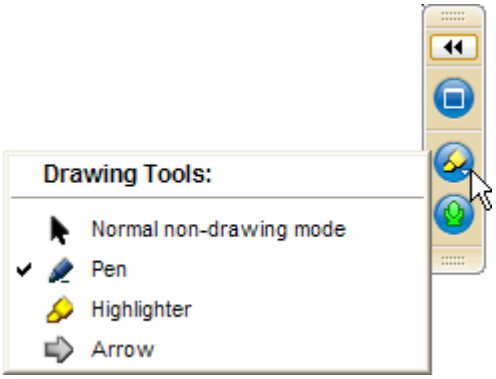
The Attendee Drawing Tools

Drawing Tools must be enabled by the presenter before they appear to attendees. The presenter is the only one who can erase drawings. Drawing will pause when the presenter pauses the presentation.

To use a Drawing Tool

1. Click the **Drawing Tools** button on the Attendee Grab Tab
2. Select an appropriate tool from the *Drawing Tools* drop-down menu

Note: Once the drawing feature is selected, you can right-click anywhere on the Viewer Window to change the Drawing Tool or return to non-drawing mode.



To disable a Drawing Tool

1. Click the **Drawing Tool** button on the Attendee Grab Tab
2. Select *Normal non-drawing mode*

Or

1. Right-click/Control-click anywhere on the Viewer Window
2. Select *Normal non-drawing mode* from the *Drawing Tools* drop-down menu

Or

Press the **Esc** key to disable a drawing tool without going to the Grab Tab or Control Panel.

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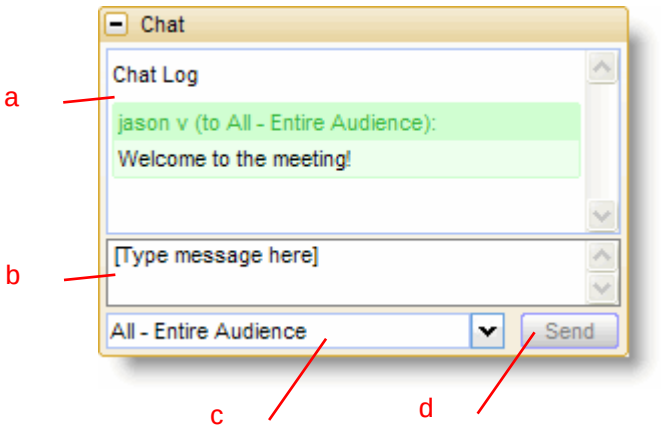
Chat with Other Attendees

If enabled by the organizer, attendees can chat with other attendees by using the built-in Chat feature in the Chat Pane. Or, they can just chat with the organizer or presenter.

- The *Chat Log* displays the text of all public chat and chat between two attendees (a)
- The *Message Entry* field enables input of chat text (b)
- The *Send Chat to* field enables selection of chat recipients (c)
- The **Send** button transmits chat to selected recipient(s) (d)



▶ To chat with attendees

1. Select the desired recipient(s) from the drop-down selection field.
2. Enter desired chat message in the Message Entry field.
3. Click the **Send** button.

▶ To reply to a chat

1. Select the desired recipient(s) from the drop-down selection field.

   Or

1. Click the Attendee's name within the Message Entry field.
2. Enter desired chat message in the Message Entry field.
3. Click the **Send** button.

▶ To save a chat log

1. Under the **File** menu, select *Save Chat Log*.
2. This opens the *Save Chat Log to a File* window that allows you to store the file locally. Then browse to the location you would like to save it.

▶ To auto-save chat logs

1. Click the **General** category on the GoToMeeting *Preferences* window and check *Chat Logs.*
2. In the *Save in:* box, click **Browse** and navigate to the directory you would like to save the chat log under.
3. Click **OK**.

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The GoToMeeting Viewer Window

The Viewer Window is where the image of the presenter's desktop is displayed to attendees. The Viewer Window can be displayed in either a Window Mode or a Full Screen Mode.

In Window Mode, the presenter's desktop is contained within a scaleable window.

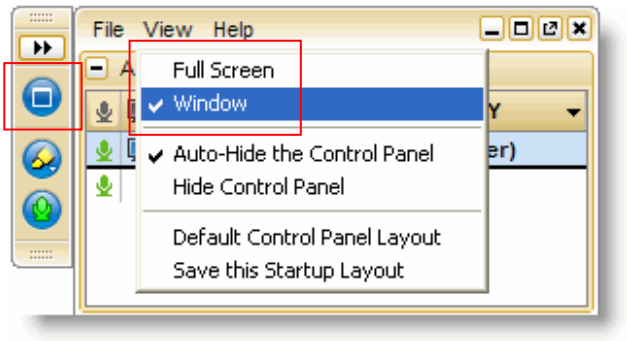
Full Screen Mode expands the presenter's desktop completely over your own. The Attendee Control Panel/Grab Tab remains accessible.

▶ To change the Viewer Window mode

- Click the **Window Mode** button from the Grab Tab.

Or

- Select *Window* or *Full Screen* from the View menu on the Control Panel.



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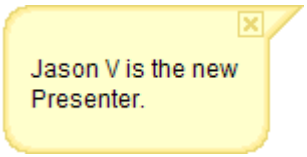
Share Presenter Keyboard and Mouse

At any time during a meeting, presenters may share control of their keyboard and mouse with any other attendee to enable that attendee to share control of applications on the desktop being displayed.

When an attendee is given shared control, the GoToMeeting application notifies all attendees of the change in control by providing a System Bubble Message.



Note: Even though an attendee may gain shared keyboard and mouse control of the presenter's desktop, the presenter always retains overriding control by simply moving his or her mouse.

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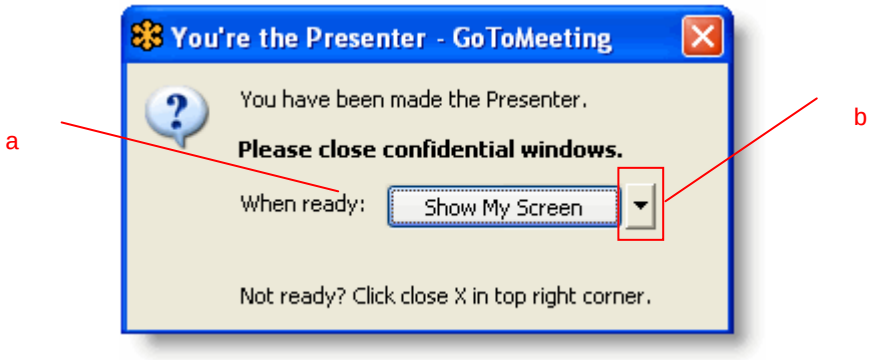
Become a Presenter

At any time during a meeting the presenter may pass the presenter role to any other attendee to enable that attendee to share his or her desktop with the other attendees.

When an attendee is made a presenter the GoToMeeting application shows a dialog box notifying the attendee that he or she has been made presenter and updates his or her Control Panel and Grab Tab with Presenter Tools.

The new PC-based presenter can click **Show My Screen** to present his or her entire desktop (a) or click the down arrow to select a specific application window (b). For more information about being a presenter, please see the Organizer/Presenter Control Panel section.

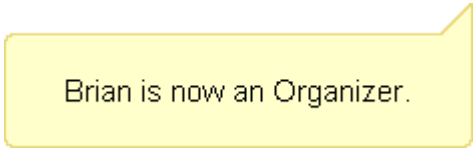
Mac attendees can share their entire desktop but not a specific application.



Become an Organizer

At any time during a meeting the organizer may promote any other attendee to the role of co-organizer to enable that attendee to take over or share in meeting management functions.

When an attendee is promoted to the role of co-organizer, the GoToMeeting application notifies the attendee of the change by providing a System Bubble Message and updates his or her Control Panel and Grab Tab with Organizer Tools.



For more information about being an organizer, please see the Organizer/Presenter Control Panel section.

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Leave a Meeting

An attendee may leave a meeting at any time.

▶ To leave a meeting from a PC

1. From *File* menu on the Attendee Control Panel, select *Exit – Leave Meeting*.
2. Click Yes on the Leave Meeting? window.

On the GoToMeeting menu bar, click **GoToMeeting** and then **Quit GoToMeeting**; or select **File** and then **Leave Meeting**. You may also click the red X in the top left corner of the Control Panel and Viewer Window.

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The GoToMeeting Organizer Web Site

The GoToMeeting Organizer Web site enables organizers to view their account information, scheduled meetings and meeting history.

Note: To schedule meetings, organizers need to log in to the organizer application. Please see the Organize Meetings section for more on scheduling meetings.

Log In to the Organizer Web Site

To access the Organizer Web site features, organizers must first log in.

▶ To log in to the Organizer Web site

1. Go to www.gotomeeting.com and click *Log In* from the left navigation bar.
2. In the *Returning Users* section, enter your *email address* and *password* and click the **Log In** button.

My Account

The My Account page enables organizers to view and edit their personal account information, change passwords, set conference call preferences, view billing information and view their account history.

▶ To edit account information

1. Log in to the organizer Web site.
2. In the left navigation bar, select *My Account*.
3. At the top of the *My Account* section, enter your current password, make any desired account or password changes and click the **Save Changes** button at the bottom of the page.

Change Account Password

You may want to occasionally change your Account Password to improve security. If your account has a company administrator, he or she may require you to change your Account Password on a regular basis.

▶ To change account password

1. In the left navigation bar, click the *My Account* link.
2. At the top of the *My Account Details* section, enter your current password.
3. Enter your new password in the New Password and Re-Type New Password fields
4. Click the **Save Changes** button at the bottom of the page.

Note: Your new password must contain at least 8 characters and include both letters and numbers.

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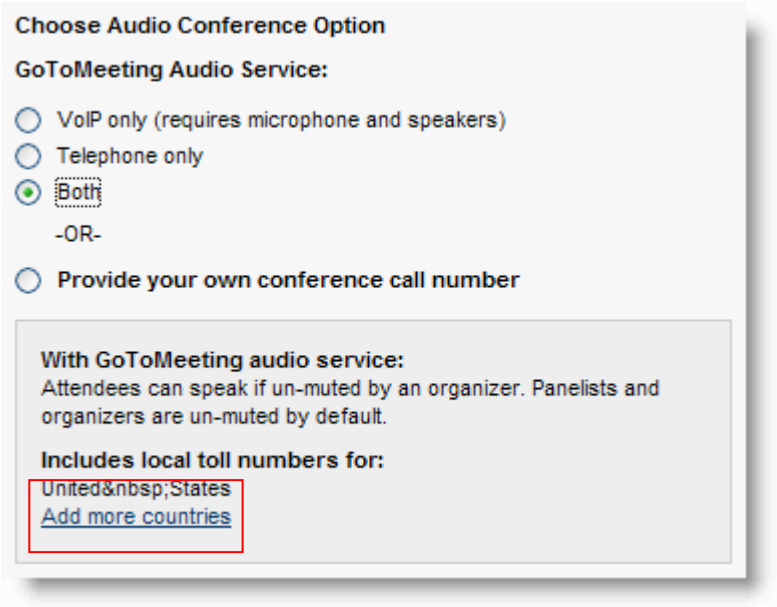
Audio Conference Options

The Audio Conference Option section allows you to set your default audio preferences. If you select *Both*, your attendees will have their choice of dialing in with a provided conference call number or connecting with VoIP. Alternatively, you can provide your own conference call number(s) in this section.

To set Audio Conference Options

1. In the left navigation bar, click the *My Account* link.
2. At the top of the *My Account Details* section, enter your current password.
3. Select the default audio service(s) you wish to include with your meetings. To provide local toll numbers for multiple countries, click the *Add more countries* link.
4. Click the **Save Changes** button at the bottom of the page. Changes apply to all *scheduled* and *future* meetings.


Choose Audio Conference Option
GoToMeeting Audio Service:
VoIP only (requires microphone and speakers)
Telephone only
Both
-OR-
Provide your own conference call number
With GoToMeeting audio service:
Attendees can speak if un-muted by an organizer. Panelists and organizers are un-muted by default.
Includes local toll numbers for:
United States
Add more countries

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Billing Information

The Billing Information section enables individual GoToMeeting organizers to view and edit their account billing information.

Note: This feature only appears for individual GoToMeeting organizers and does not apply to GoToMeeting Corporate organizers.

To view your account billing information

1. In the left navigation bar, click the *My Account* link.
2. Click *Billing Information* from the expanded menu.
3. Make any desired billing information changes and click the **Save Changes** button at the bottom of the page.

Plan Selection

The Plan Selection section enables individual GoToMeeting organizers to view and edit their GoToMeeting plan.

Note: This feature only appears for individual GoToMeeting organizers and does not apply to GoToMeeting Corporate organizers.

To purchase or change your billing plan

1. In the left navigation bar, click the *My Account* link.
2. Click *Plan Selection* from the expanded menu.
3. Select a monthly or annual plan and click **Continue**.
4. Enter or confirm your billing information and click **Buy**.

Account History

The billing information history section enables organizers to view the history of all activity for their account billing information.

Note: This feature only appears for individual GoToMeeting organizers and does not apply to GoToMeeting Corporate organizers.

To view account billing information

1. In the left navigation bar, click the *My Account* link.
2. Click *Account History* from the expanded menu.
   All billing activity since the account creation is displayed.

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My Meetings

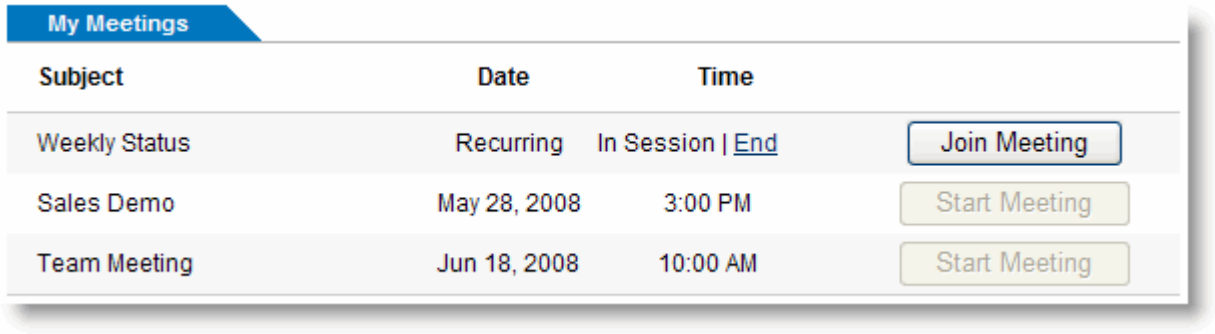
The *My Meetings* section enables organizers to manage their scheduled meetings and review their meeting history. See Scheduling Meetings for information on creating new meetings.

Scheduled Meetings

Your scheduled meetings are first displayed when you log in to your organizer Web site but can also be viewed my selecting *My Meetings* in the left navigation bar. Meetings can be started or ended from this page and meetings currently in session can be joined.

▶ To view scheduled meetings

1. Log in to the organizer Web site.
2. The *My Meetings* page is displayed with a list of your scheduled meetings along with meetings that are currently in session. The meeting subject, start date and time are displayed.



Meeting History

The Meeting History section enables organizers to view a report of completed meetings for the past 30, 60 or 90 days. The Meeting History section displays the subject, date/time, duration and number of attendees for all completed meetings. The attendee names, email addresses and join/leave times can also be reviewed.

▶ To view meeting history

1. In the left navigation bar, click *My Meetings* and then *Meeting History*.
2. Select the time frame and click the **Show History** button.
3. Click the number in the attendee column to display attendee names, email addresses and join/leave times.

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GoToMeeting Total Audio Service

GoToMeeting includes an audio conference service at no extra cost to you. Choose between phone and Voice over Internet Protocol (VoIP) or allow both options. Participants who join the meeting via telephone dial a toll-based number that GoToMeeting provides automatically. Participants are then charged their standard long-distance rate for calling this toll-based number, just as if they made a regular long-distance call. Participants who join the meeting via VoIP need speakers or headphones to hear the GoToMeeting session and a microphone if you want them to speak. (We recommend a USB headset.)

Audio instructions are provided for all attendees in the Confirmation email, Reminder email and in the Control Panel once the meeting starts. GoToMeeeting will automatically generate a conference call number, access code and Audio PIN for all attendees joining via telephone.

You may decide to use the GoToMeeting Total Audio Service or choose another method of bringing audio to your online meetings.

Note: If you choose to use your own audio service provider for the audio portion of the meeting, GoToMeeting will include your dial-in numbers with the meeting information; however GoToMeeting audio features (such as VoIP and Control Panel audio management) do not apply.

Dialing In to the Meeting

At the specified meeting time, dial the conference call number. When prompted, enter the access code followed by the # key. (Meeting organizers can enter the access code followed by the ✱ key to enable additional conference call features.)

Once in a conference call, participants and organizers can enter commands using their phone keypads. Meeting organizers can access additional commands by pressing the ✱ key after entering the access code (instead of the # key).

Commands Available to Meeting Organizers

Command	*Feature*	*Details*
***2**	Count	Provides the number of participants currently on the conference call.
***3**	Exit	Exits the conference call.
***4**	Menu	Provides a menu of available conference commands.
***5**	Listening Modes	Sets listening modes for the audience. Meeting organizers can cycle through three listening modes by pressing *5. • Open conversation mode (default) • Mute the audience – the audience can un-mute themselves • Mute the audience – the audience cannot un-mute themselves
***6**	Mute/ Unmute	Mutes the organizer's line. Pressing *6 again will unmute the line.
***7**	Secured/ Unsecured	Secures the conference by blocking all other callers from entering. Pressing *7 again will open the conference again to callers.
***8**	Tone controls	Sets entry and exit tones. Pressing *8 sets the options. • Entry and exit tones on (default) • Entry and exit tones off • Entry tone off exit tone on • Entry tone on exit tone off

Commands Available to Participants

Command	*Feature*	*Details*
***3**	Exit	Exits the conference call.
***4**	Menu	Provides a menu of available conference commands.
***6**	Mute/ Unmute	Mutes the participant's line. Pressing *6 again will unmute the line.

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VoIP Audio Device Recommendations

When using VoIP for your meeting, audio quality can vary based on your audio software/hardware manufacturer as well as your operating system.

Listed in order from best quality to poor quality		
	USB* headset connected to your computer	Best
	Headphones and USB* microphone connected to your computer	
	Analog** headset connected to your computer	Good
	Headphones and analog microphone** connected to your computer	
+	External speakers and USB microphone	Fair
	External speakers and analog microphone	
	Laptop built-in microphone and speakers	Poor
	External speakers and USB Webcam microphone	Poor

*USB Cable

**Analog Cable

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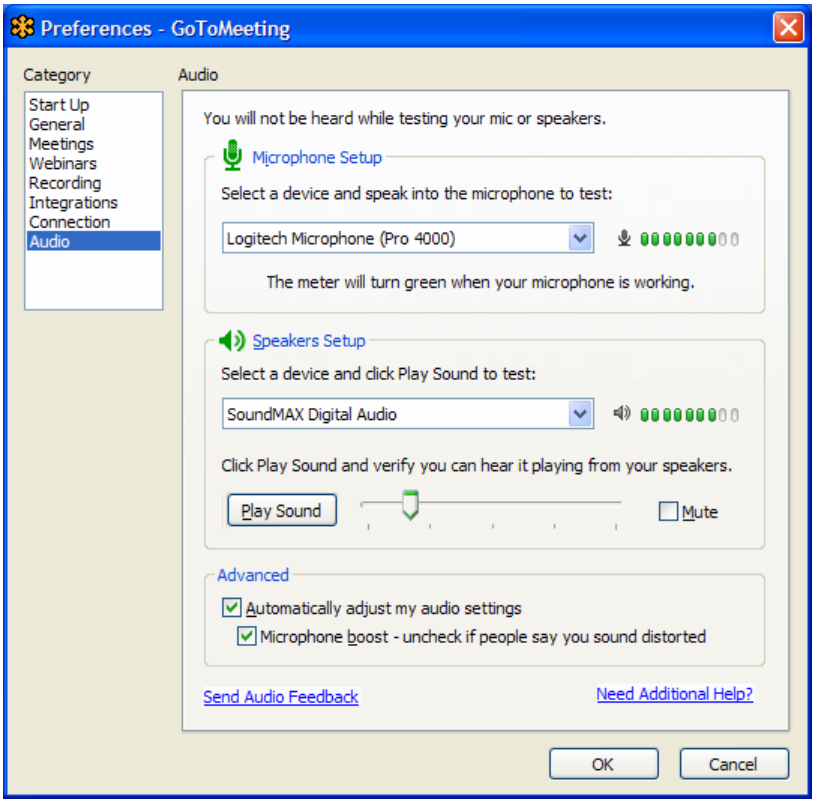
VoIP Audio Setup - PC

▶ To select and test your Mic & Speakers settings

1. Right-click the icon in the PC system tray and select **Preferences**.
2. Select **Audio**.



   - *Microphone Setup* - It is recommended that you test your microphone. To test, select your microphone device from the drop-down menu and speak into your microphone; if it is connected correctly, the sound meter will light up green. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.
   - *Speakers Setup* - It is recommended that you test your speakers. To test, select your speaker device from the drop-down menu and click **Play Sound**; if connected correctly, you will see the sound meter light up green and hear a soundtrack through your speaker device. If you do not hear sound after clicking **Play Sound**, select another device listed in the drop-down menu and repeat this test.
   - *Advanced* - GoToMeeting automatically adjusts audio levels. We recommend you keep this checked. If you uncheck this selection, you must manually configure your audio settings through Windows Sounds and Audio Devices. If your attendees can't understand you because your voice is distorted, try unchecking "Microphone boost."
3. Click **OK**.

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VoIP Audio Setup - Mac

Mac users can select audio devices in-session only. GoToMeeting automatically detects the input and output devices connected to your computer.

To select and test your Mic & Speakers settings

1. You can test your audio devices through the Audio pane of the Control Panel. If your audio devices are connected correctly, you will see the sound meters in the Control Panel light up green.
2. If the meters for Mic or Speakers do not light up green when you or others are speaking, click the icons in the Audio pane of the Control Panel. A drop-down menu will appear when you click either icon.
   - Microphone: To test, speak into your microphone; if it is connected correctly, the sound meter will light up green. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.
   - Speakers: It is recommended that you test your speakers. To test, select each device from the drop-down menu until you will see the sound meter light up green and hear others speaking in the conference. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.

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Optimize VoIP Audio Quality

Avoiding Call Echo

- A USB headset is recommended (see VoIP Audio Device Recommendations in this section).
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.
- Webcams with microphones can pick up additional noise and cause echo. Using a Webcam for your audio is not recommended.
- Laptops with built-in microphones: Built-in microphones can pick up noise and cause echo. Using a built-in microphone for your audio is not recommended. If you know how to turn off your laptop's built-in microphone, turn it off for your presentation (check your laptop's owner manual).
- Echo from an attendee: If you suspect echo from an attendee, check who is talking at the bottom of the Audio pane and mute that attendee or ask the attendee to lower his or her speaker volume.
- Reduce background noise (*see next section*).
- See also *VoIP Organizer Tips and Best Practices* in this section.

Avoiding Background Noise

- A meeting is best presented from a quiet location.
- If using a microphone, move the microphone closer to your voice and away from competing sounds (i.e., computer fans).
- Avoid moving or touching the microphone during your meeting.
- A good quality headset is recommended. Webcams and built-in microphones can pick up noise and are not recommended.

Dropped Words, Delay, Robotic Sound

Dropped words, delay or robotic sound is often due to poor network performance, lack of memory or high CPU usage.

- Close all applications you are not using for your presentation.
- A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection. See the *System Requirements* section of this guide.

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If No One Can Hear You

Check Sound Device Settings

- Are the correct sound devices selected in the GoToMeeting Preferences menu? See *VoIP Audio Setup* in this section.
- If using a microphone: Does your microphone have a physical mute/unmute button on it? Check that your microphone is not muted.
- If an attendee can't hear you, his or her speaker volume may be off or set too low.
- Analog microphones are sometimes too quiet; we recommend using a USB headset or USB desktop microphone instead.
- If you are using a desktop microphone, avoid touching the microphone since it may cause a reduction in the volume of your voice.
- Speaking very loudly can affect the volume; try speaking at a lower level.

Internet Connection

- The speed of your Internet connection can affect one-way sound. For optimum performance when using VoIP, we recommend a broadband Internet connection. See the *System Requirements* section of this guide.

Error Messages

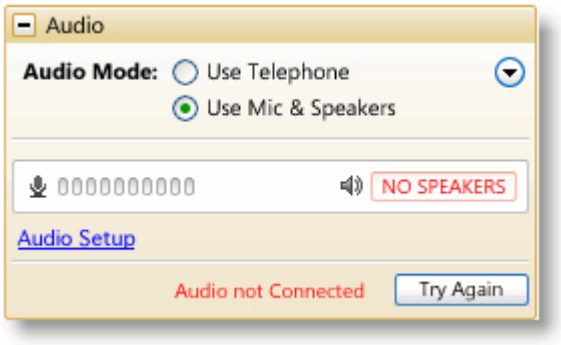
An audio device (speakers or headset) is necessary to join a meeting using VoIP. When an audio device such as microphone or speakers is not detected, some of the following errors may occur:

No Speakers Detected

An error message will appear if speakers (or headset) are not present or are not connected properly, or if there is no sound card installed in your computer. You will not hear audio at this time and will not be heard in the conference.

Check that your speakers (or headset) are properly connected and click **Try Again** in the Audio pane of the Control Panel. *Please see VoIP Audio Setup – PC or VoIP Audio Setup – Mac*.

If you have the option to join the meeting via telephone, you will automatically be switched to Telephone mode. Dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



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No Sound Detected

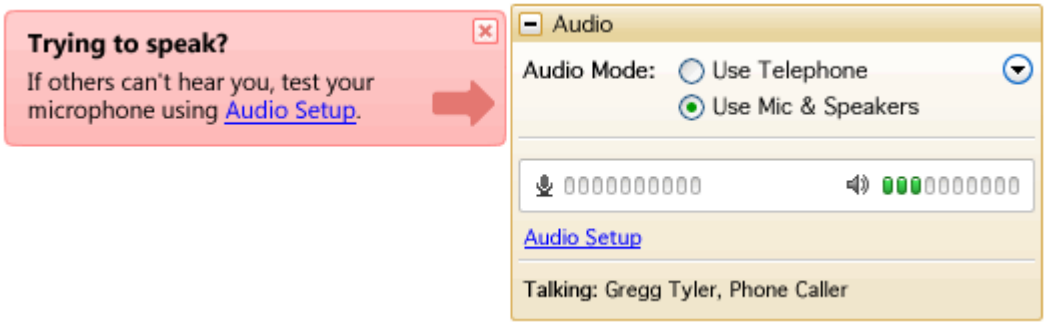
After the first minute of a session, GoToMeeting looks for microphone input from attendees who are using a microphone, have speaking rights and are unmuted.

If no input is detected, you may get a *Trying to speak?* error message. This error may appear under the following conditions:

- You have not spoken or made any sound during the first minute of joining the meeting,

  or

- The microphone device was incorrectly selected. You can click the **Audio Setup** link if you are trying to speak but can't be heard. *Please see VoIP Audio Setup – PC or VoIP Audio Setup – Mac.*



No Microphone Detected

An error message will appear if a microphone (or headset) is not present or is not connected properly. You will still be able to hear the meeting but will not be able to speak.

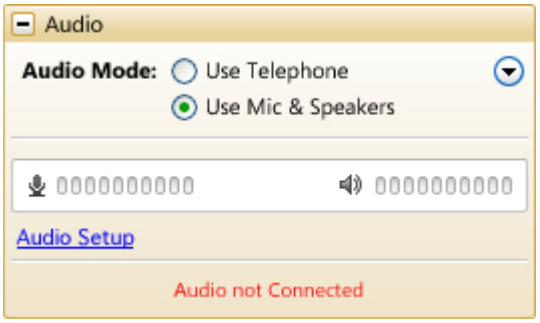
Check that your microphone (or headset) is properly plugged in.

If you have the option to join the meeting via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.

Virtual Operating System (VMware, Parallels, etc)

An error message will appear if you are attempting to join a Meeting using VoIP through a virtualized operating system, such as VMware, Parallels, etc. In this instance, to connect to audio, please choose one of the following:

- Rejoin the Meeting through a non-virtual operating system.
- If you have the option to join the meeting via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



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Tips for Success

Prior to Meeting Start

- If you plan to share your entire desktop, turn off any instant-messaging applications, notification software or other programs that may interrupt or distract from the meeting.
- Turn off any streaming media applications that may take up bandwidth and resource-intensive applications that may be taxing processor ability.
- Set the desktop display to a neutral background and adjust display settings to a mid-range resolution (e.g., 1024x768) to improve the display for attendees with lesser settings. This is also the optimal setting for recording a meeting.
- Clean up your desktop before a meeting. Eliminate wallpaper and icons that may distract your attendees.
- Have the documents you wish to share ready to be accessed in one or two clicks.
- Run a trial meeting with a friend to anticipate questions and to familiarize yourself with the format of your online presentation.

Managing the Meeting

- Arrive a few minutes early to greet the attendees as they arrive and start the meeting on time. It also helps to have a welcome presentation running during this time. Your presence in these opening minutes can help establish the tone and direction of the meeting.
- Create a welcome message under the Meetings category of Preferences to greet your attendees as they arrive at the meeting.
- Provide an agenda at the start of the meeting, including estimated duration, and stick to it.
- Inform attendees what the purpose/goal of the meeting is, what to expect and when and how to ask questions and participate in the meeting.
- Provide information on how to use equipment or services and how to get assistance if needed.
- Nominate a co-organizer to monitor and respond to the chat log when someone is presenting.
- Encourage participation by using open questions such as “What would you suggest?” and “How do you feel about…?”
- End the meeting clearly. Make sure all the attendees know that the meeting is formally over and stay on the line to address any last questions.

Managing the Conference Call

- Call in to the meeting from a location where there is little background noise.
- Consider globally muting participants at the start of the meeting to avoid noise issues. Turn off system prompts and sounds for when attendees join or leave a meeting.
- Avoid using cellular and cordless phones because of static and use the phone handset or a headset instead of speakerphones because of background noise, tunnel effect and sentence clipping.
- Turn off your call waiting. The beep of a new call on another line is heard by everyone on the teleconference.
- Avoid putting your phone on hold during a teleconference. Your hold music will play into the conference call, and make it impossible for the other attendees to continue the meeting.
- Introduce yourself when you begin speaking and ask other attendees to also identify themselves before speaking. Not everyone in the meeting may know everyone else’s voice.
- If you find you are having a sound quality issue, hang up and dial back in. Sometimes these problems clear themselves up when the bad connection is terminated.

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FAQs

General FAQs

I never received my meeting organizer invitation email. What should I do?

Sometimes the meeting organizer invitation email will get blocked by your email server as spam. If you do not have the ability to check email in a spam folder, check with your Administrator to see if the invitation can be resent. Otherwise, ask your administrator to contact the account manager for help.

How can I see what future meetings I have scheduled?

To see what meetings you have scheduled, right-click the icon in the system tray or double-click the GoToMeeting Suite icon on a Mac and select My Meetings. After your login email address is verified, you will see the list of scheduled meetings.

Likewise, you can log in to www.gotomeeting.com to view your scheduled meetings.

I forgot my password. What should I do?

First make sure you are entering your correct login email address and password – note that your password is case sensitive and must contain at least 8 characters and include numbers and letters.

If you still need to reset your password, just visit https://www.gotomeeting.com/en_US/forgotpassword/forgotPassword.tmpl and enter your email address. You can also reach this page via the www.gotomeeting.com login page. An email will automatically be sent to your login email address to reset your password.

How long will my past meetings appear in my Meeting History?

Past meetings will appear in your Meeting History for 90 days, after which they will be deleted from the system. If you would like to keep records of your meetings for auditing purposes, have your administrator run a Meeting History report at least once every 90 days.

Why does the meeting pause when I open a window that I am not sharing?

The application sharing feature is set up to ensure that you are only sharing the specific window that you have selected. If you inadvertently open a different window, GoToMeeting will automatically pause the meeting to protect your privacy. Screen sharing will resume once you have moved or closed the obstructing window. The Specific Application Sharing feature is only available to PC users.

What happens when I stop showing my screen? What do my attendees see?

When you click the Stop button, screen sharing will be turned off and you will no longer transmit your desktop contents to your attendees. Instead, your attendees will see the Waiting Room screen until you click the Play button to resume screen sharing. GoToMeeting Corporate users can ask their account manager to upload a company logo to display on the Waiting Room screen.

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How do I share one application and nothing else?

A presenter can share a single application by right-clicking the screen-sharing icon on the Control Panel Grab Tab and then selecting the application to share from the list of applications presented. The application sharing feature is only available to PC users.

After I've given keyboard and mouse control away, how do I get it back?

As a security feature, you can regain control of your desktop/laptop by simply moving your mouse. The change of control happens almost instantaneously. At any time you can revoke an attendee's shared control of your mouse and keyboard if you want to prevent him or her from regaining control.

Are there any files or folders left on an attendee's computer after the session ends?

Some downloaded files do remain after a meeting so that the attendee may join future meetings more quickly (without having to download all the files again). However, the files are inactive, will not consume system resources, do not compromise security and perform no functions until the attendee joins another meeting and the files are engaged by a new meeting ID. If desired, an attendee may uninstall all GoToMeeting files using the Add/Remove Programs feature in the Windows control panel.

Why would I make someone else an organizer in my meeting?

If you created a meeting and needed to leave, but wanted your attendees to continue the discussion, you would want to make someone else the organizer. The meeting would proceed without you without interruption. Or, if you wanted to have a co-organizer to monitor and respond to attendee chat questions while you focused on the task of presenting.

Is there a charge for using the integrated conference call service or VoIP?

GoToMeeting is packaged with both VoIP and a phone conferencing service at no extra cost to you. You may decide to use one or both of these services or choose another method of bringing audio to your online meetings. Our phone conference service provides a toll-based number that is dialed by all meeting participants. Participants are then **charged their standard long-distance rate** for calling this toll-based number, just as if they made a regular long-distance call. There is no additional charge for the conferencing feature. If attendees wish avoid incurring long-distance charges then they can join the meeting with VoIP.

How do I save chat sessions from my meetings?

Under the File menu, select *Save Chat Log*. This opens the *Save Chat Log to a File* window that allows you to store the file locally. Alternately, if you are using a PC, under the General category of your GoToMeeting Preferences, you can check the box marked *Chat Logs* to automatically save your chat logs to your local computer after each meeting.

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Do you offer training for GoToMeeting?

Yes, you can find a series of self-paced tutorials on the GoToMeeting Web site under the *Support and FAQs* link in the left navigation menu.

GoToMeeting Corporate Plans

Trainings are every Tuesday at 2PM (PDT) and Thursday at 8AM (PDT)

1. Ten minutes before your preferred training time, click the link below: www.gotomeeting.com/join/446680854
2. Audio details will be provided in the control panel once you have joined the meeting.

Individual GoToMeeting Plans

Register here: https://www.gotomeeting.com/m/g2mptrnlp.tmpl

Is there a log of who has attended my meetings? How can I view information about past attendees?

Sign in to www.gotomeeting.com with your email address and password. Select My Meetings from the menu options on the left. Select sub menu, Meeting History.

The information is grouped by month. You can see your meetings in chronological order. Each meeting contains the number of attendees, shown in blue. Click this number, and a window opens listing the attendees' first and last names, their email addresses and their join/leave times. This information can be copied into another document.

Are Mac or Linux operating systems supported by GoToMeeting?

Currently Linux operating systems are not supported by GoToMeeting, either to host or join a meeting. However, GoToMeeting does support Mac-based organizers and attendees.

As a Mac presenter, is my GoToMeeting Control Panel visible to my attendees?

Yes, if you are a Mac presenter, your expanded Control Panel will be visible to attendees as a black silhouette and sometimes parts of the Control Panel are fully visible (not blacked out) to attendees. This can obstruct a portion of what you are presenting. We recommend that Mac presenters leave the Control Panel collapsed as much as possible during the meeting. If you have a multi-monitor setup, we recommend keeping the Control Panel on your second monitor.

Is audio streaming supported in GoToMeeting?

Yes, online audio, or VoIP, is an alternative to dialing in with a conference phone number.

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Is video streaming supported in GoToMeeting?

While we do not yet support streaming video, our GoToMeeting technology is fast enough to keep up with screen changes on the desktop, so it appears as if it is streaming video.

Because more data is being sent to all meeting attendees, bandwidth usage will go up for all meeting participants. The amount will depend on the resolution and length of the video.

Also, certain versions of Windows Media Player with DirectX (Microsoft DirectX is an advanced suite of multimedia application programming interfaces (APIs) built into Microsoft Windows operating systems), will not display the video.

To enable video display for your meetings, you need to disable Hardware Overlay for your player. Please see your media player's help section for directions on how to disable Hardware Overlay.

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Recording FAQs

Why can't I record?

In order to record a meeting, you must use a PC and have Windows Media Player 9 or above. You can download this for free at http://www.microsoft.com/windows/windowsmedia/default.aspx.

Can meeting attendees record a meeting using the GoToMeeting recording feature?

No, only PC-based meeting organizers or promoted organizers have access to the GoToMeeting recording feature.

How do I record a meeting with audio?

To record audio, an organizer must have a sound card installed on his or her computer. (If you can hear music played on your computer, you have a sound card.) If you are using the integrated Total Audio service, the audio you and your attendees transmit over the phone or VoIP (using a microphone connected to your computer) will be recorded automatically when you click the Start Recording button.

If you are recording a teleconference using an audio service other than Total Audio, you can position the microphone next to the phone or set up a phone-recording adapter to your phone and line-in input on your computer's sound card. In addition, be sure that the Record Audio option is selected from the Recording category in your GoToMeeting Preferences.

How can I improve the quality of my meeting recordings?

The lower you set your monitor resolution, the better the quality of the meeting recording. We recommend a maximum resolution of 1024x768 for optimal recording quality.

What happens if I click the Stop button in the recording pane in the middle of a meeting recording and then resume recording?

The meeting recording stops when you click the Stop button in the Recording pane and resumes recording when you click the Start Recording button. However, a new file is not created for each recorded segment of the meeting; it is simply appended to the existing recording file. You will only have one recording file per meeting.

What happens if one of the presenters on my recorded meeting has a larger screen than I do?

The recording will have the dimensions of the largest screen presented during the meeting. The portions of a recorded meeting that show a smaller screen will display the image centered in the playback window with a black border around it.

How do I save my meeting recording?

Recordings are automatically saved to the path indicated under the Recording category in your GoToMeeting Preferences when you end or leave a meeting. *Meet Now* meetings will be named with the date and time plus the words "Meet Now," while *Scheduled* Meetings will include the meeting subject in the file name. Note that you cannot change the location where you would like to save a recording once you have clicked the Start Recording button. If you cannot find your recording, check the path listed in the *Save in* pane of your Recording Preferences.

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Where are my recorded meetings stored?

The default destination for recorded meetings is the *My Documents* folder. You can change the destination location only before recording begins. It is recommended that the designated location have a minimum of 1.0GB of free space to accommodate the recording.

How do I play back a recorded meeting?

First you must end the meeting that you are recording. GoToMeeting will then automatically save your file with the meeting name you designated at the time of scheduling as well as the date and time. Impromptu meetings will be named with the date and time of the meeting followed by "Meet Now."

1. Navigate to the directory that is listed in the Save in: field under the Recording Preferences category.
2. Click the file name to start the replay.
3. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

*To view a meeting recorded in the GoToMeeting format, you must either have GoToMeeting installed, or download the GoToMeeting codec (GoToMeeting 2.0 decoder) at http://www.gotomeeting.com/codec.

**To view a meeting recorded in the Windows Media format, you will have to wait until the conversion process is complete. GoToMeeting converts the recorded meeting into a Windows Media Player file after the meeting is over so that the impact on CPU resources doesn't bog down the computer during the meeting. Allow time for the conversion to take place. The time needed is dependant upon video content, CPU speed and amount of memory available.

***Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

When I play a recorded meeting, it plays back scrambled. Is there something I can do to fix this?

If you experience scrambled playback of a meeting recording, which can happen if the presenter used a multiple monitor setup, you can try the following:

In Windows Media Player, go to the Tools menu and select Options. Click Advanced under the Performance tab. In the dialog that pops up, uncheck "use video mixing renderer". Click OK until you have dismissed all dialogs. Play the video again, and it should play unscrambled.

Can I edit a recorded meeting?

GoToMeeting Desktop Recording and Playback allows you to record and preserve meetings as they actually occurred. You can use the editing software of your choice to edit those files.

What is the best way to distribute a recorded meeting?

If a meeting recording is small enough, you can distribute it as an email attachment. However, most recorded meetings will be too large for emailing. If this is the case, you may want to upload the file to a Web server for easy access. Remember that Mac-based viewers can only view meetings in the Windows Media Player format and that PC-based viewers must have GoToMeeting or the GoToMeeting 2.0 Video Codec installed to watch a recorded meeting created in the GoToMeeting format. The GoToMeeting 2.0 Video Codec is available to download

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for free at: http://www.gotomeeting.com/codec and can be distributed freely. Regardless of the format, all viewers must have Windows Media Player 9 or higher to view the recording.

GoToMeeting for Citrix Presentation Server FAQs

Organizer FAQs

Once I start a meeting, it runs on my local desktop. When I try to invite other attendees using the "By email" option on the Organizer Control Panel, GoToMeeting doesn't integrate with my published version of Outlook. How can I resolve this?

You need to verify that the option that is selected in your GoToMeeting Preferences under the Integrations category matches the option that is selected in the Advanced section of the Integrations.

Attendee FAQs

When I am designated the presenter at a meeting, I can only show the applications that are published to me from Presentation Server and nothing that is on my local desktop. How can I present my local desktop?

Contact your Citrix Presentation Server Administrator about installing GoToMeeting on Presentation Server. By installing GoToMeeting and configuring the recommended settings on Presentation Server, all GoToMeeting sessions will be redirected to the desktop. Running a meeting on the local desktop allows you to present everything on your desktop, if you choose.

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Contact Support

Please direct any support questions to: gotomeetingcare@citrixonline.com

Or call:

- 1-800-263-6317 (U.S. and Canada, toll-free)
- 0011-800-7770-0011 (Australia, toll-free)
- 00-800-7770-0011 (Europe, toll-free)
- 000-800-100-3359 (India, toll-free)
- 001-888-840-6244 (Mexico, toll-free)
- 00-800-7770-0011 (New Zealand, toll-free)
- 0800-404-9279 (United Kingdom, toll-free)
- +1-805-690-5753 (direct dial)

*Toll-free service unavailable in some areas

Please direct any billing or account questions to: accounts@citrixonline.com

Or call:

- 1-888-646-0016 (U.S. and Canada, toll-free)

To provide feedback on the GoToMeeting product, click the feedback link located in the footer of the GoToMeeting Corporate Web site or on the GoToMeeting Web site here: https://www.gotomeeting.com/en_US/pre/feedback.tmpl

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